



Cliff House Medical Practice



NEWSLETTER

Autumn 2019

Welcome to our Summer Newsletter

The Cliff House Team:

Clinical Team

Dr Mirza – Male & Lead GP

Dr Jurkovic – Female GP

Dr McMillan – Male GP

Dr Protheroe – Female GP

Dr Ojo – Male GP

Shiraz – Pharmacist

James – Pharmacist

Paul - Pharmacist

Eileen – Practice Nurse

Rachael – Practice Nurse

Non Clinical staff

Errum – Business Partner

Mary – Practice Manager

Carolyn – Senior Receptionist/Secretary

Ayisha – Summariser

Clara – Receptionist

Aimee – Receptionist

Natasha – Receptionist

Georgia - Receptionist



Dementia Research



Every 3 minutes someone in the UK is diagnosed with dementia. There are many questions about diagnosis, treatments, prevention and best care for which there are no clear answers yet. Only research into dementia can provide these answers.

Join Dementia Research is a service which allows people to register their interest in national dementia research which helps carers and people with dementia.

For more information, please visit www.joindementiaresearch.nihr.ac.uk

Changes to Prescriptions

As some patients may already be aware, Lincolnshire West Clinical Commissioning Group has made some changes to prescription items.

We are no longer to prescribe medicines that are available over the counter for minor ailments and short term conditions e.g. Paracetamol, Ibuprofen and Cetirizine. There is also now a limit of gluten free foods available on prescription to bread, flour and bread mixes only.

Most baby milk and infant formula for babies with reflux, lactose intolerance or colic, where available, will now need to be bought from the supermarket or local pharmacy. Also, oral nutritional supplements (“sip feeds”) will now only be prescribed to those who have been properly assessed and where progress in terms of weight gain is being monitored and reviewed.

Every year in Lincolnshire we spend around £17 million prescribing medicines and products in these four groups, including £13 million on over the counter medicines. With your help we can reduce this spend to help ensure the NHS is able to provide a sustainable, high quality service in the future.

Patient Participation Group

We have had more patients come forward to become part of our Patient Participation Group (PPG).

This is greatly appreciated by the Practice. If you have put your name forward to become part of our PPG you will be contacted, by your preferred method of contact, when our next meeting date has been confirmed.

Minutes of previous meetings can be found on our website.



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New registrations

If you have recently moved into our area and would like to register at Cliff House we will gladly register you.

You can either ask at reception to complete the registration forms or visit: www.cliffhousemedicalpractice.co.uk where you can register online.

New patients have also asked how we obtain medical records when moving practices. And how do we know your current medical condition?

Well once you have filled out the forms and we have received these a request is made for your records. You will also be invited for a new patient check.

It is very important that you attend your New Patient Health Check so we can provide you with our best care package.

Did you know?

Cliff House Medical Practice is a Teaching Practice for the University Of Nottingham.



We help teach medical students who are in their 5th Year at Medical School as well as Nursing Students who will be with us throughout the year and with your help and support the Students gain vital experience and are able to progress to become our GPs/Nurses of the future. A notice is always visibly displayed at the reception desk during these times so that you can request the student not be present in your appointment if you wish.

Electronic Prescriptions Service

If you would like to save yourself a journey coming into the surgery to collect your prescriptions then sign up to our Electronic Prescription Service.

Once ordered, your prescription can be sent electronically to your nominated pharmacy and be collected from there.

To set this up all you need to do is bring in some Identification and inform us of the chosen pharmacy.

Prescriptions

Prescriptions can be ordered online on our website. To be able to access this you will need to pop in to the surgery with identification and our reception team will be able to issue you with your username and personal password.

Please allow 48 hours notice for your repeat prescriptions.

We are unable to take telephone requests due to issues of security and accuracy.





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Booking appointments

The Reception Team at Gresham Street are able to make appointments for both sites and deal with any queries you may have for both Burton Road and Gresham Street patients.

This service can be helpful during busy periods at Burton Road.

01522 872878 for Gresham Street

01522 872872 for Burton Road

An information leaflet can be found in both receptions at Burton Road and Gresham Street as well as on our website.

This outlines the appointment system and how you can use this to its maximum potential.

SMS Messaging

If you would like to receive important messages from the Surgery along with confirmation of your appointments and reminders, please inform reception of your mobile telephone number.



Missed Appointments

We are always continually reviewing and monitoring the appointment system and to maximise appointment availability please kindly inform reception if you are unable to keep your appointment.

The tables below show all missed appointments for December 2016 and January and February 2017.

Missed appointments for April 2019

Clinician	Appointments missed	Minutes wasted
Doctors	44	505
Nurses	78	1095
Midwife	2	60
Pharmacists	10	160

Missed appointments for May 2019

Clinician	Appointments missed	Minutes wasted
Doctors	27	295
Nurses	69	970
Midwife	2	120
Pharmacists	7	100

These missed appointments have a great impact on the practice and patients. Please inform us if they are not required so we can offer these to other patients.



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C-Card Scheme

The Practice provides a confidential service for patients aged 13-24 for C Card scheme i.e. supply of free condoms, sexual health advice and chlamydia screening.

This is not only for our own patients but for any member of the public to attend the Practice for this free advice.



Are you a Carer?

If you are a carer, the helpline advisors can give you information to help make decisions about your personal support needs and the needs of the person you're looking after.

This information includes assessments, benefits, direct payments, individual budgets, time off and maintaining, leaving or going back to work or education.

You can contact Lincolnshire Carers Service on: **01522 782224** or by emailing CarersService@lincolnshire.gov.uk.

NAMED GP

Some patients who need long term care from the Practice can be given a named GP.

This does not stop you from seeing other GPs, it just means a continuous level of care is provided from the same GP if this is needed or wanted. Please speak to a member of the

ARTHRITIS GROUP

The Practice now holds an arthritis support group every 1st Thursday of the month which is run by one of our patients.

This runs from 1.30pm to 3.00pm at the Burton Road site.

For more information, please contact John on john_welsh5050@hotmail.com or



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Patient Transport

TASL service can provide you with non-emergency transport to GP and hospital appointments. This service is only for people who are eligible and this can be found out by calling the contact centre on 0808 164 4586. Please don't hesitate to ask reception for more information.

Lincoln Park run - Weekly Free 5km Timed Run

Every Saturday morning at 9.00am Volunteers help organise a 5k park run through Boultham park.

This event is well organised and best of all FREE!

All you need to do is register on the website at <http://www.parkrun.org.uk/register/> and you will be asked to print off a barcode to take along with you to hand in after the run - where your times will be posted on the website.



This is for everyone - children, dogs babies in pushchairs and all ages are welcome.

Children are to be accompanied by an adult unless aged 11 or over- for full terms and conditions visit the above address.

The atmosphere is great and the volunteers are so supportive.

Online Appointment System

You can now book your appointments online.

To set yourself up for this all you need to do is visit reception with some identification and we can provide you with a username and password.

Both GP and Nurse appointments are available to be booked in this way.