

Maple



View

Medical Practice



Winter 2016

THE PARTNERS AND STAFF AT MAPLE VIEW WISH ALL OF OUR PATIENTS A VERY HAPPY CHRISTMAS AND NEW YEAR

Dr Catherine McGregor

We are enormously proud of Dr McGregor as she has been awarded a Fellowship of the Royal College of General Practitioners. **Fellowship:** - an honour and mark of achievement awarded to members who have made a significant contribution to the health and welfare of the community, to the science or practice of medicine in general, or to general practice/primary care in particular.

Warwick University Students

Maple View is a training practice and we have medical students from Warwick University who are mentored by our experienced GP's. By observing consultations and recording medical histories the students gain valuable experience to support their studies. In 2016 we have hosted numerous students and have received the following feedback from them:

“My time at the GP placement has been excellent. All the members of the surgery are extremely enthusiastic and eager to teach”.

“GP practice was a fantastic placement”.

We would like to say a big ‘Thank You’ to all of the patients who have graciously allowed the students to be present during their consultations.

Your NHS & what it costs

Did you know the cost of:

- Calling an Ambulance - £247
- Stepping into A+E - £124
- Stepping into a GP Surgery - £32
- A call to NHS 111 - £16
- A click on NHS choices website - £0.46

NHS Health Check

What is an NHS Health Check?

The NHS Health Check is a health check-up for adults in England aged 40-74. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk.

How do I get an NHS Health Check?

If you're in the 40-74 age group without a pre-existing condition, you can expect to receive a letter or text message from your GP inviting you for a free NHS Health Check every five years. If you think that you are eligible and have not received an invitation, please ask our Receptionist.

How can I improve my test results?

Once you've had your NHS Health Check, your healthcare professional will discuss your results with you. You'll be given advice to help you lower your risk of a stroke, kidney disease, heart disease, diabetes or dementia, and maintain or improve your health.

What causes winter depression?

Most scientists believe that the problem is related to the way the body responds to daylight. It is thought that SAD sufferers are affected by shorter daylight hours in the winter. They produce higher melatonin, causing lethargy and symptoms of depression.

If you're going through a bout of winter blues, lack of daylight is probably playing a part.

Get more light for SAD

If the winter blues is about lack of daylight, it's no surprise that treatment involves getting more light into your life. If you feel low in winter, get outside as often as you can, especially on bright days. Sitting by a window can also help.

You might be tempted to escape the dark winter days with a holiday somewhere sunny. This can be effective for some, but other SAD sufferers have found that their condition gets worse when they return to the UK.

Light therapy is often used to treat SAD. This involves sitting in front of or beneath a light box that produces a very bright light.

Food in winter

It is also important to eat well during the winter. Winter blues can make you crave sugary foods and carbohydrates such as chocolate, pasta and bread, but don't forget to include plenty of fresh fruit and vegetables in your diet.

Get active to beat SAD

Activity is believed to change the level of the mood-regulating chemical serotonin in the brain. It may also help by providing a pleasant change of scene, and helping you to meet new people.

The charity Mind says research has shown that a one-hour walk in the middle of the day is an effective way to beat the winter blues.

Patient Participation Group Feedback:

Accessing Appointments at Maple View

The increasing demand and lack of capacity is a problem faced by Primary Care Nationwide. We try to signpost patients to the appropriate clinician to ensure that the resources we have are used effectively.

The group felt that it would be helpful to give an overview of our appointment system:

Pre-bookable appointments

Doctors: routine, non-urgent telephone or face-to-face appointments may be pre booked.

Nurse/HCA: routine appointments may be pre booked.

Each day at 8.30am a limited number of appointments are released for the Doctors.

Online: If you register for online access to appointment booking you may use the internet to book an appointment to see the Doctor (there is a restriction on the number of appointments that may be booked this way). If you would like online access please speak with the receptionist.

Urgent Requests

Urgent requests that cannot wait until the next routine appointment – patients will be added to the Urgent Triage list of the duty Doctor. There is a duty Doctor available both morning and afternoon providing Urgent telephone call backs. Patients may telephone in the morning or afternoon to receive a call back (it does not have to be at 8.30am).

DNA's

Due to the pressures faced by the huge demand for clinical appointments the practice introduced a DNA policy which includes the following:

- If you fail to attend appointments without informing us we will write to you asking if you could inform the practice if you are unable to attend your appointment.
- If you fail to attend on 3 occasions throughout a 12 month period for appointments you may be removed from the practice list and have to find an alternative GP practice.

In the last year the practice has removed 4 patients from the list for repeatedly failing to attend booked appointments.

Flu Season

Once again flu season is upon us. If you are over the age of 65, have long-term chronic illness, are a carer or think that you may be eligible for a flu vaccination; please speak to the receptionist. Appointments are not always necessary.

Aggression towards Staff

Unfortunately our staff seems to be facing increasing levels of aggression from service users.

OUR PRACTICE STAFF ARE HERE TO HELP YOU.
OUR AIM IS TO BE AS POLITE AND HELPFUL AS POSSIBLE TO ALL PATIENTS.

IF YOU CONSIDER THAT YOU HAVE BEEN TREATED UNFAIRLY OR INAPPROPRIATELY, PLEASE ASK
THE RECEPTION STAFF TO CONTACT THE PRACTICE MANAGER, WHO WILL BE HAPPY TO
ADDRESS YOUR CONCERNS.

HOWEVER, SHOUTING AND SWEARING AT PRACTICE STAFF WILL NOT BE TOLERATED UNDER
ANY CIRCUMSTANCES AND PATIENTS WHO ARE ABUSIVE MAY BE REMOVED FROM THE
PATIENT LIST.

PLEASE HELP US TO HELP YOU.