



# What's up Doc?!

## The quarterly newsletter for Bentham Medical Practice

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### Welcome!

Welcome to the third edition of "What's Up Doc?!", the Bentham Medical Practice Newsletter.

Life in the practice continues to be as hectic as ever. In addition to all the day to day issues I am sure that you are all aware that the Health Service is in a considerable state of flux at the moment.

Income is constantly being eroded and yet more and more demands are being made by central government and these demands seem to change on virtually a daily basis. This edition includes articles on what is happening at the moment and what we can do together to benefit all the people in our community. As always I am very keen to get comments and feedback from our patients or submissions of articles for future newsletters. Please tell me if the newsletter is informative, interesting and good to read, what improvements could be made and what sort of articles or features you would like to see.

You can mail me on [jonathan.scott@gp-B82061.nhs.uk](mailto:jonathan.scott@gp-B82061.nhs.uk) or write to me at the surgery.

Regards

Practice Manager



### Practice News

#### Staff Changes

Dr Nawaal Ibrahim joined the practice in April as a Foundation Year 2 doctor and will be with us until August. In August we will have a new registrar join the practice, Dr Hamish Grant.

### Appointment System - An explanation

From discussions with the patient participation group, feedback that we have received at the practice and from the results of patient questionnaires it is clear that many patients still do not fully understand and appreciate our appointment system.

As many of you will know we now operate a triage system.. What does this mean?

Triaging of calls is where a doctor reviews all patient health related calls and decides on the most appropriate course of action for that patient. This is as opposed to the old system of 'on call' doctors where receptionists made appointments for every patient, in order, regardless of importance or clinical need. A triage system ensures that the patients with the greatest need get priority. As a result we have to make sure that the triage doctor has enough appointments available to be able to use for patients. To do this we 'block' or 'embargo' appointments. This will mean that these appointments are not available for receptionists to give out. **It does not mean that there are no appointments.** To try and make things as clear as possible there is a list of frequently asked questions below and answers to those questions

No	Question	Answer
1	What is a triage system?	Triage is the prioritising of patients based on clinical need.
2	What will the triage doctor do?	The triage doctor will call you back, hopefully within one hour of your initial call, and discuss your symptoms and problems with you. The triage doctor will then decide with you what the best course of action is.
3	What are the different courses of action?	Following your discussion it may be that the telephone advice given is sufficient or the doctor may arrange for you to have an appointment that day or at sometime in the future or for you to have a home visit.
4	Can I get to see a doctor within two days of contacting the surgery?	<b>YES.</b> If the doctor considers it appropriate then you will get an appointment on that day or the next working day.
5	What is appropriate?	Where your symptoms or problems would benefit from prompt medical care or there are other mitigating circumstances that make a prompt appointment the best course of action. The doctor may not offer you a urgent appointment in certain cases, for example where you have had a minor problem for some time and have just reported it and may arrange a routine appointment instead.
6	Can I see my usual doctor?	For routine appointments, booked in advance, you should be able to see your usual doctor unless you are restricted to days and times when it may be a problem. For more urgent appointments the triage doctor may decide that it is more important that you see any doctor sooner. However the doctor may decide that it is important that you see your usual doctor to maintain continuity of care and, if this is the case, the doctor will arrange that for you.
7	What happens if I have spoken to the doctor, arranged a plan of action but am now feeling worse.	If this happens then call into the surgery again and the triage doctor will re assess your condition.

Hopefully this goes some way to answering your questions about our appointments system. If you have any further questions then please send them in to the feedback addresses given on the front page of this newsletter.

**Patient Participation Group**

Following on from the last newsletter the patient participation group has now been formed and plans to meet every 6 to 8 weeks to discuss how it can work closely with the practice for the benefit of patients. There are plans to put a PPG notice board in the waiting rooms in the near future to advise every one of developments. Anyone wanting to get in touch with the PPG can do so either by writing in to the surgery f.a.o. Jonathan Scott, by emailing [patient.participation@gp-B82061.nhs.uk](mailto:patient.participation@gp-B82061.nhs.uk) or by contacting one of the group members.



Current group members are:

Lorraine Crossley	-	Chair	Jill Peel	Bronwyn Osbourne
Christine Hodson	-	Secretary	Helen Nott	John Sanders
Dr Emma Harding	-	BMP	Sharon Rucastle	Tony Hudson
Jonathan Scott	-	BMP	Andrea Tuohy	Pam Parkins
Jill Noble	-	BMP	Ian Woodburn	
Clare Hucknall	-	Looking Well		

**Missed appointments and telephone reminder system**

Since the beginning of the year there have been an average of 15 appointments per week where patients have not attended and have given no prior notice. Obviously there may be very good reasons for this but if we knew that you were unable to attend in advance we could offer the appointment to someone else thereby reducing waiting times.



One of the reasons why people don't attend is that they simply forget. It can happen to anyone but if it does happen it means that an appointment is lost and it takes you longer to see the doctor.

For this reason we invested in a telephone reminder service some months ago. This will send a text reminder to your mobile phone 24 to 48 hours prior to the appointment time. If you cannot make the appointment you just reply to the message with a return FREE text saying Cancel. We can then re issue the appointment to someone else.

In order for the system to work please check with the surgery that we have your correct mobile phone number.

If you get a message that is not for you than please advise the surgery so records can be changed.

If you get a message check that it is not for a telephone appointment. We have had patients turning up to see a doctor when all that had been booked was a telephone call.

## Repeat Prescriptions

Our repeat prescription service is much valued by our patients. Using the while part of your previous prescription you can order your next lot of medications ensuring that you never run out. However, to ensure that the service works correctly, and to avoid any inconvenience for yourself please follow the following simple steps:



### i) Order In Time

Your repeat prescription will be ready to collect after 11.00 am, two full working days from the time of order.

Day and Time of Order	Available for Collection
Monday AM	After 11.00am on Wednesday
Monday PM	After 11.00am on Thursday
Tuesday AM	After 11.00am Thursday
Tuesday PM	After 11.00am Friday
Wednesday AM	After 11.00am Friday
Wednesday PM	After 11.00am Monday
Thursday AM	After 11.00am Monday
Thursday PM	After 11.00am Tuesday
Friday AM	After 11.00am Tuesday
Friday PM	After 11.00am Wednesday

### ii) How to order

- Repeat prescription order line. This is the easiest way to order and certainly it helps our dispensary for you to order this way. This number is currently 015242 42497. The line is open 24 hours a day. Just leave a message giving your name, address and the medications you are ordering.

As part of our ongoing improvements the repeat prescription line number will be changing shortly. More details of this are to follow.

- By post. Just tick the items you require on the right hand, white part of your prescription and post into Bentham or Ingleton Surgeries or, if you are a non dispensing patient, you can drop this of at either Bentham or Ingleton chemists.
- By phone. If you need to phone the surgery to order your repeat prescriptions then please do this between 11.00am and 3.00pm but please use the repeat prescription order line if you can.

### iii) Collection

Please do not come in to pick up your prescriptions before 11.00am on their due date.

If you collect your prescriptions from one of the local collection points in the area then please bear in mind that we do not deliver to all points every day so you should make allowances for this when ordering.

**If you have any queries regarding repeat prescriptions then please contact us by either of the feedback methods listed on the front of this newsletter.**

### Ingleton Surgery

Following the extensive alterations we made to Bentham Surgery last year we now plan to make significant changes at Ingleton. These will include:

- Repair and refurbishment of the frontage
- Redesign of the entrance way to aid those with mobility problems
- Redesign of the corridor and nurses room to aid those with mobility problems
- Major improvements in the fire resistance and security provision between the surgery and the apartments above
- General refurbishment and decoration works.

This will give a whole new face lift to Ingleton surgery but will involve some considerable work and expense. As a result it will be inevitable that services will be affected in the short term but we will keep this to a bare minimum. More details of this will follow in due course and will be posted in both waiting rooms.



### ARE YOU GOING ABROAD THIS YEAR? QUESTIONS YOU MAY NEED TO CONSIDER



- **DO YOU NEED ANY TRAVEL VACCINATIONS?**
- **DO YOU NEED MALARIA TABLETS?**
- **WHAT PRECAUTIONS CAN YOU TAKE TO AVOID THE NON VACCINABLE DISEASES?**
- **HAVE YOU GOT TRAVEL INSURANCE APPROPRIATE FOR THE TYPE OF HOLIDAY YOU ARE GOING ON?**
- **IS YOUR PASSPORT AND E111 VALID?**
- **DO YOU NEED A VISA?**

Many of us go abroad every year. Statistically more people are travelling to the less developed countries and taking part in the higher risk activities e.g. bungee jumping and white water rafting! Many go without having discussed general travel health with a health professional and have no idea whether they need any travel vaccinations or malaria tablets.

You can access travel health advice at Bentham Surgery by making an appointment with one of the practice Nurses'. You will need a 20 minute appointment at least 4-6 weeks prior to your departure date. However if you book a last minute holiday it is still important that you access some health advice as there are a very small number of countries where some vaccines are mandatory. You could arrive at your destination only to find out that you are refused entry to the country because you haven't had the correct vaccinations. The common travel vaccines are free however there a few where there is a cost involved. It is worth considering this when booking your holiday as a cheap last minute holiday may suddenly cost you more than you anticipated.

Malaria is a potentially life threatening disease that is spread by the mosquito in many countries throughout the world. You will need to check with the Practice Nurse as to which type of anti-malarial tablet is safe for you to take and is recommended for the area you are travelling to. This is another cost that you should be aware of.

Useful websites for advice and country specific information

[www.fitfortravel.scot.nhs.uk](http://www.fitfortravel.scot.nhs.uk)

[www.nathnac.org](http://www.nathnac.org)

### While you are waiting

Sometimes the doctor or nurse may be running behind. This can be due to a number of reasons such as;

- A person is very sick and needs to go to hospital
- The doctors has bad news to break to a patient
- A person is in a great deal of distress
- A problem is very complex
- An elderly or disabled patient needs a physical examination

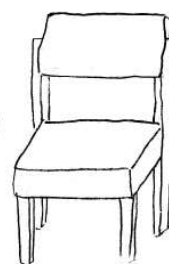
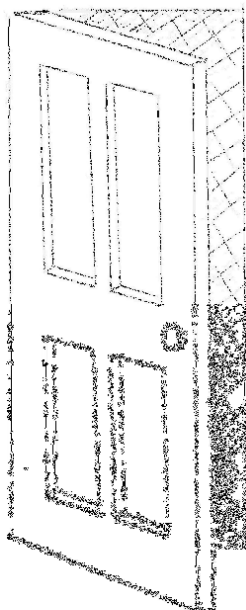
It is very difficult to predict when a surgery will run late so please be prepared

- If you have a complicated problem, a mental health problem, you need a detailed examination, have more than one problem or have communication difficulties then ask to book a double appointment
- Bring a book or magazine or use those provided in the surgery
- Be realistic about how long you may be and try and plan your day accordingly
- Ask at reception if the doctors is running on late or on time
- Try not to be late for your appointment or the doctor will get further behind
- Use the time to plan what you are going to say at your appointments and what questions you want answering. Make a note of
  - Your problem(s)
  - Your ideas about your problem(s)
  - Your worries
  - How this affects your life and how you feel
  - What would you like the doctor to do?
  - Any questions you may have
- Once you are with the doctor tell the doctor all that you want to discuss during the appointment. Decide which is most important and be prepared to save some for another day.
- Try to tell the doctor all the things you really want to say early on rather than saving the important things until last.

**IF YOU HAVE TO WAIT FOR MORE THAN 30 MINUTES THEN PLEASE REPORT THIS TO RECEPTION**

### Doctor Joke

Come in Mrs Johnson  
I've not seen you in a  
long time



**I know Doctor, I've not been feeling very well!**

## Just What the Doctor Ordered !

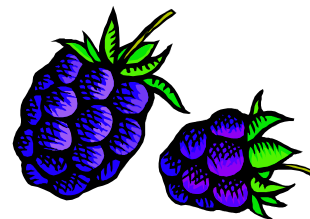
This recipe has been sent in by Doctor Jane Burnett who many patients will fondly remember and is a beautiful way to round off a summer meal or party.

### Jane's Summer Pudding

#### Serves 8-10

About 3lb of soft red fruit (can be mixed or all same)

- |                       |                                   |
|-----------------------|-----------------------------------|
| 2 punnets raspberries | 1 punnet blackcurrants            |
| 2 " strawberries      | 1 " blueberries                   |
| 1 " loganberries      | 2 tablespoons crème de framboises |
| 1 " blackberries      |                                   |
| 1 " redcurrants       | 1 loaf thinly sliced              |
| white bread           |                                   |



#### For Raspberry Puree

450g (1lb) fresh or frozen raspberries

50 g (2oz) icing sugar

#### For Sugar Syrup

600ml (1 pint) water

350g (12oz) caster sugar

#### To Serve

Clotted or whipped cream

Lightly butter a 1.5 litre (2½ pint) basin or eight 150ml (5fl oz) moulds.

Trim and wash all the fruits and leave to drain.

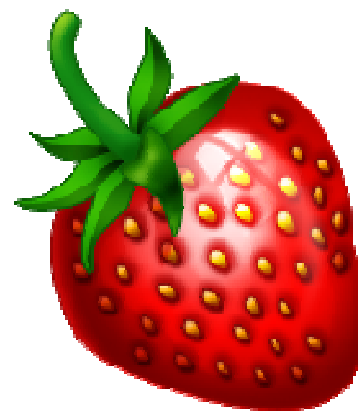
To make the raspberry puree, simply blitz the berries and sugar together in a blender, then push through a sieve.

To make the sugar syrup, simply boil the water and sugar together for a few minutes to make a clear syrup. Leave to cool.

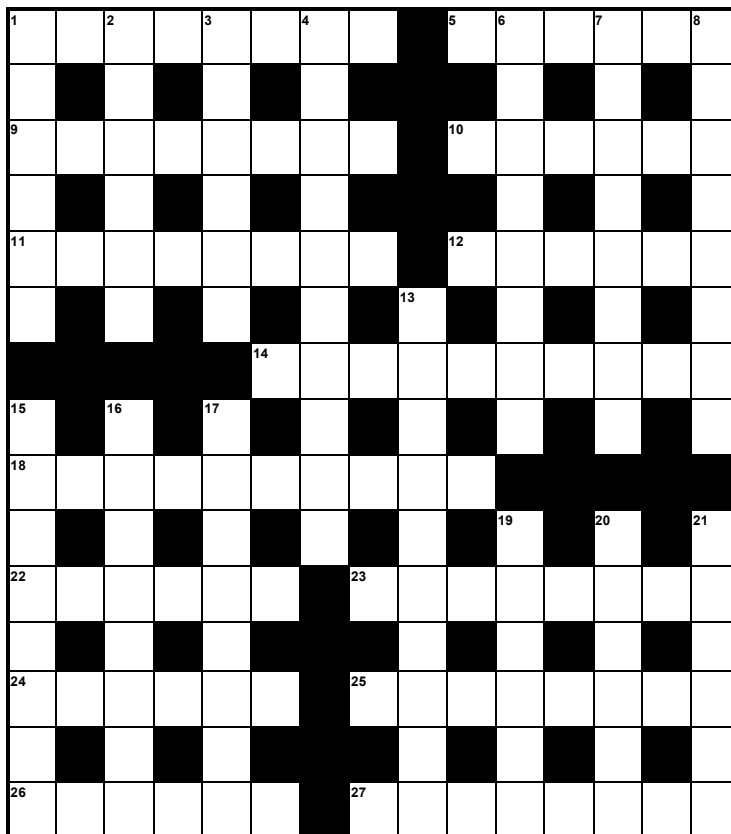
Mix half of raspberry puree with sugar syrup and add fruits + crème de framboise to the sauce, leave to rest. The fruits should have all softened by now. When cool, pour some of syrup into a separate bowl.

Remove crusts from the bread and cut each slice into three. Dip these in the reserved raspberry syrup and line the basin or moulds with soaked bread, overlapping slightly with each slice. When the basin or all moulds are lined, fill with the fruit and a little of the sauce and cover with more bread. Cover with a plate, press down with a weight and leave in fridge for a few hours.

Mix remaining raspberry puree with a little of the remaining pudding juice until you have a sauce consistency. Turn out the summer puddings on to plates or the large one into wedges and spoon the finished raspberry sauce over them. Serve with some of the remaining fruit mix, puree and clotted or whipped cream.



### Cryptic Crossword



**Across**

- 1) May score an Acer? (8)
- 5) Admits to have a drink. (4,2)
- 9) Practice about vehicle. (8)
- 10) Dry sow was confused and tired. (6)
- 11) It's a crime to rub up against Gary when he is about 50! (8)
- 12) Number 1 perhaps had Rio in a spin. (6)
- 14) The first in history with gilt thing upset reassurance to children. (5-5)
- 18) It is a luxury for Elgin to be mixed up with one with very few marbles! (10)
- 22) Some mixed up GI fancied himself. (6)
- 23) Mistakenly stray around place of HMC officer. (8)
- 24) Confirm frailty is confused with a loss of the start of locomotion. (6)
- 25) Massive reduction in carbon fuel. (8)
- 26) Sounds like it could get off the ground but not for long! (6)
- 27) Instruction to turn over on sea with energy could prove fatal. (8)

**Down**

- 1) Reporter is to copy in South East. (6)
- 2) Group includes tonsured bird and Harold Robbins initially. (6)
- 3) To be covered in spots is miserable. (3)
- 4) Being held back gained new qualifications and direction. (10)
- 6) Sounds like what Adam would have said to his lazy son. It's feasible! (8)
- 7) Putting herb around pitcher stinks! (8)
- 8) To fill your face with port! (8)
- 13) Bail out when choke cut in unexpectedly! (7,3)
- 15) Picked team with spirit for instrument. (4,4)
- 16) Skilfully dial Troy. (8)
- 17) Bus is full without you I hear. Ecstasy! (8)
- 19) Spoil Department of Employment class. (6)
- 20) Reportedly you smile about breakfast cereal. (6)
- 21) Interrogate with energy about German tank. (6)

**Answers to February's Crossword**

- 1a. Dry Ice, 4a. Cesspool, 9a. Stamen, 10a. Witching, 12a. Panatella, 13a. In Toto, 15a. Noncommittal, 18a. Identity Card, 21a. Ocular, 22a. Narcissi, 24a. Magnetic, 25a. Domino, 26a. Crossbar, 27a. Flatly.
- 1d. Dustpans, 2d. Yearning, 3d. Chests of Drawers, 5d. Exit, 6d. Secondary School, 7d. Orison, 8d. Legion, 11d. Element, 14d. Ethical, 16d. Day Shift, 17d. Advisory, 19d. Cosmic, 20d. Gung Ho, 23d. Pita.