



BURNLEY GENERAL PRACTICE PATIENT NEWSLETTER

Summary Care Records

Our practice has now been switched on for Summary Care Records. Unless you have previously opted out you will have a summary care record.

The record will contain information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had to ensure those caring for you have enough information to treat you safely.

Your Summary Care Record will be available to authorised healthcare staff providing your care anywhere in England, but they will ask your permission before they look at it. This means that if you have an accident or become ill, healthcare staff treating you will have immediate access to important information about your health.

If you wish to opt out, forms are available at www.nhscarerecords.nhs.uk. You can change your mind at any time.

Issue 6 May 2014



Opening Times

The Practice is Open
Mon, Wed, Thurs &
Fri- 8:00 'til 6.30 Tues 8-12



Where Should I Go?

Pharmacy

Your pharmacy will give you advice on most minor illnesses and you can buy over-the counter remedies to relieve your symptoms.



GP Surgery

Your local family doctor (GP) is the main point of contact for you and your family's health care

GP Out of Hours 111

If the surgery is closed and your problem cannot wait call 111 for advice

Minor Injuries Units

Minor injuries units deal with problems such as suspected fractures, cuts, bruises, minor eye problem, burns, scalds and sprains.

Urgent Care Centres

Urgent Care Centres are for serious conditions such as suspected broken bones or breathing difficulties which need immediate care but are not life threatening. They are NOT for dental problems, cold symptoms, upset stomachs or to get prescriptions.

Accident and Emergency/999

Calling 999 or going to A & E is for people who are seriously ill or whose life is in danger.

Patient Survey

The results of our patient survey are now available on our website at <http://www.kiddrowmedicalpractice.co.uk/survey.asp>. Thank you to all those who took part. Overall the results were positive.

We know that our telephone system isn't to everyone's liking, but we have tried other ways of configuring it and the way it currently operates seems the least unpopular.

Overall you were happy with the appointment system. We know we're not always able to meet demand and this is something we're currently looking at. Currently we encourage you to book on the day, for a morning appointment in which case you need to telephone at 8am. Afternoon appointments are released at 12 noon. You can register for Patient Access to be able to make appointments online and order medication..

Patients for whom we have email addresses are automatically members of our Patient Participation Group, please give yours in at reception and ensure it is kept up to date.

Flu vaccinations

PLEASE NOTE REMINDER LETTERS WILL NOT BE SENT FOR FLU VACCINATIONS THIS YEAR—CONTACT US IN SEPTEMBER TO MAKE YOUR APPOINTMENT. ENSURE WE HAVE AN UP TO DATE MOBILE NUMBER FOR YOU THEN WE CAN SEND A REMINDER.

Please be a patient patient

Why do I sometimes have to wait when I have an appointment?

- The clinician may have had to deal with an unexpected emergency
- A patient has attended with 2 problems but only booked one appointment – patients are reminded to book a double appointment if they have more than one problem
- Our clinicians try to be flexible wherever possible, for example if an ECG is needed rather than bring the patient back another day they will do it there and then which often means later patients are delayed
- The patient should expect an apology and explanation if they have to wait longer than half an hour after their appointment time, and should ask reception if this isn't forthcoming
- Our clinicians do do their best to run on time but a lot is required of them in a short consultation

Could you help your local NHS to save around £3.5 million a year? It's not as difficult as you might think!

Local health experts are asking the residents of Burnley to think carefully before requesting prescriptions for medicines or drugs that they no longer need, or don't intend to take.

With waste medicines costing the NHS in East Lancashire £3.5 million, this money could employ more than 100 more community nurses, pay for nearly 5,000 cataract operations, 700 more hip replacements or 490 more heart by-pass operations.

Dr David White, GP and clinical lead for Burnley for East Lancashire Clinical Commissioning Group (CCG) commented: "Local surgeries have found that many repeat prescriptions are ordered by habit when all items are neither needed nor necessary anymore. The result of this is that the medicine is ultimately wasted and has to be disposed of."

Next time you order your medication, please consider:

- Do I need to order ALL the items?
- If you decide to stop taking any of your medications, inform your surgery so your GP is aware.
- If you are receiving medication that you don't take, it appears to your GP that you are still taking them. This gives a false impression of your treatment which could affect what medications you receive in the future.
- If you order via a pharmacy, inform them as well as your surgery of the items that you no longer need.
- Some medications require regular monitoring, therefore it is important that you attend any invitations from your GP for a medicines review.

***** Urine Samples:** A reminder that urine samples should be dropped off before 3pm. ***

You can contact the surgery at:

Website:

www.kiddrowmedicalpractice.co.uk

Telephone: 01282 731300

Fax: 01282 731311

Email: kiddrow-lane.doctors@nhs.net



Patient Contact Details

Please remember to inform your GP practice if you change your phone number or address.

Please turn off or put your mobile phone on silent mode during your GP appointment.

