**MUNRO NEWS – ISSUE 3**

**“BETTER HEALTH TOGETHER”**

CLINICIANS:

* We would like to welcome our two newest Registrars to the practice; both Dr Ugo and Dr Phang are fully qualified doctors who are now undertaking a 3 year GP registration course.
* We are very pleased to tell you that Nurse Melissa Coddington has completed her Minor Illness training. Nurse Melissa will now see patients with minor ailments which increases the number of same day appointments we can offer.

CLINICAL ADMIN/DATA:

* The results line is open between 1.00pm and 3.00pm Monday to Friday. Some results do take longer to arrive than the hospitals advise; so we would ask patients to wait at least a week from date of the initial test before calling to allow for the results to be received and viewed by a GP.
* If you have an annual review coming up that needs a blood test, we would remind you that some of the test results are only valid for 4 weeks so it is important to attend your review or a repeat blood test will be needed.

CARE CO-ORDINATORS

* Our care co-ordinators have now been here nearly three months and have been very busy working with our most frail and vulnerable patients and their families. Sarah and Ella have a nursing background and work with patients, colleagues and other community services to help people stay healthy and independent in their own homes for as long as possible. If you, or someone you know, would like to know more about the work they do, please ask at reception.

DISPENSARY:

* We have updated our policy regarding overdue review appointments. Please see our website or ask at reception if you think this might affect you.
* You may already know that pharmacies are no longer able to order repeat medication on your behalf, please ask at dispensary if you have any queries regarding this change.
* We would also like to remind patients to check for any printed messages on their repeat prescription slips, dispensary will advise of any changes in advance in this way.
* If you are a hay fever sufferer you will already be aware that ‘hay fever season’ has come early! As we are unable to prescribe medication to the majority of hay fever sufferers, we would remind you to visit your pharmacy; they can provide advice and over the counter remedies, they will also advise if they feel your symptoms require GP input.

RECEPTION:

* Our reception team are collating information towards our ‘Carers award’. If you care for someone who would not be able to manage without your help, even if this is unpaid or for a family member, we would like to ensure you’re getting the support you need. If you would like to chat to someone, Danielle and Sophie are our Carer’s Champions, please ask for them in reception.

SECRETARIES:

* A significant number of referrals to the hospitals and other external clinics require certain tests to be carried out in primary care prior to the referral being accepted. If you require blood tests or there is any other pre-referral requirement, our clinicians or our secretaries will arrange these for you. We will need the results before we can refer you on, so please ensure any tests are booked as soon as you are able.
* Referrals continue to be administrated by an external service, please be reminded the ‘RFS’ will contact you direct to arrange your appointment.
* **JOHNSON HOSPITAL BLOOD SERVICE**

The walk in blood service has proved very popular and continues Monday to Friday 8.00am to 12.30pm. There is no need to book ahead, simply collect your blood form from the surgery and take it to the Johnson between those times.

* **AWARENESS WEEKS**

In June we will be looking at Men’s Health, Cervical Screening and supporting National Carer’s week.

Danielle continues to update the awareness boards with various health topics that may be of interest. If you would be interested in any additional information on any of these topics, or have suggestions as to how we can help, please speak to Danielle or one of the reception team.

* **CARERS**

We understand how hard it can be to care for someone who could not manage alone. We also recognise as a Carer, there may be difficulties for you to overcome just getting to the surgery for appointments. We want to support Carers registered with the surgery and ensure our standards are maintained. Please let our reception team know if there is anything we need to know in order for you to access our services.

* **PAEDIATRIC FIRST AID**

We have had a number of patients who have asked whether we are able to run a paediatric first aid course and basic child life support. We have now identified a trainer who is able to deliver this course, if you are interested in attending, please give your details to reception and we can keep you updated with regards to course dates etc.

* **PATIENT PARTICIPATION GROUP (PPG)**

You may be aware of our ‘friends of the surgery’ group (PPG). The group meet several times throughout the year to discuss the surgery from the patient perspective with members of staff from the practice team. The group are advised of any upcoming changes to the services offered for their opinion. The next meeting is on the 11th March. If you think you might be interested in getting involved in the group, please email pgcomments.mmc@nhs.net

If you have any suggestions of inclusions for the newsletter, or would like this information in a different format, please speak with reception

**May 2019**