



December 2018 – Surgery Newsletter

Merry Christmas from all the team!

I have a couple of important reminders about this time of the year below which I repeat every year, but they are important!

PRESCRIPTIONS: Please order your December prescriptions as early as possible before Christmas to ensure you get them in time.

HOME VISITS: One home visit takes up to an hour of a GPs time, whereas if seen in the practice it takes just 10 minutes and the GP will have all necessary equipment to hand. Please do not take offence if we insist that you come in. This service is only for truly housebound patients. We cannot be responsible for lack of transport.

“10 insider tips I bet you don’t know about your GP”

I came across a great online blog by a Dr Jon Griffiths recently which really struck a chord with our GPs. As a result I am going to ‘serialise’ this blog with Dr Griffiths’s permission and share its contents with our patients:

We’ve all been to the doctor, right? We know how it works; we know how to get an appointment and what to say when we go. I’m always surprised at how little people do understand about how their doctor’s surgery really works, and how to get the best out of them. Most people don’t realise that a GP runs a small business and that they get paid a set fee to provide all of your care. Do you have any idea how long your appointment slot is, or how many patients your GP will see each day? Hopefully you won’t need to visit your GP very often, but a bit of insider knowledge can help you when you do need to go! How many of these insider tips and nuggets did you already know?

1 Your Doctor would like to give you more time - Most GPs provide just 10 minutes for an appointment. Although this might not seem very long you must remember that this has increased over the past 20 years from a typical 7.5 mins per appointment, and from even shorter appointments before then. GPs can choose to offer longer appointment times, but there is a balance between length of appointment and how many appointments they make available. This is obvious when you think about it – do you offer fewer, longer slots, or more, shorter ones? What would you do? Depending upon your reason for attending, 10 minutes might be more than enough time, or woefully inadequate. Got a sore throat? You might be in and out in 5 minutes. Hearing voices and suicidal? You might be in there for half an hour, or probably longer. Your doctor will rely on a variety of problems presenting to balance these demands on their time, and hopefully will run roughly to schedule. Often they will run late.

You can help this by understanding how long your appointment slot is (just ask when you book), and working with your doctor to get things done in the time allowed. If you already know you are going to need more than 10 mins, ask reception if you can have a longer slot. They will probably be happy to oblige.

You can read the full blog online here: <https://bit.ly/2GHIjRt>

Please remember the Patient Participation Group does not meet in December.

Richard P Miller – Practice Manager