

July 2017 – Surgery Newsletter



As we rapidly approach the summer (it's the end of May as I'm writing) we will of course see our hard working doctors, nurses and healthcare assistants having their well-deserved annual holidays. Of course the down side of this is the extra pressure on the system by way of less appointments being available. We do not get any extra money to cover these gaps and even if we did, we are not exactly swamped with an excess of GPs and nurses in North East Essex (or anywhere come to that!). It's therefore just as important that as in the winter months, patients use NHS services wisely freeing up resources for those who really need it. Please remember to make use of your local pharmacies who can give advice on all sorts of minor issues. There's also a walk in centre that you can use in Colchester when we are closed from 7.00am in the morning and up to 10.00pm in the evening.

Prescriptions (again) – Despite what feels like a constant message being passed on to patients through the years, we are still getting a huge amount of last minute prescription requests. Most medications are dispensed in amounts to last exactly 28 days, but many patients still struggle to plan even though they know 4 weeks in advance exactly when their medication will run out. Most patients will also see how many they have left every day, so how can it be a surprise?

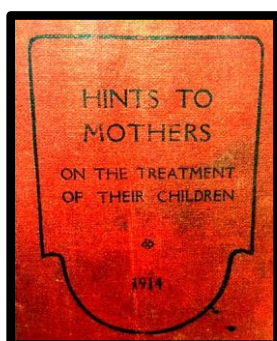
We ask for a very reasonable 3 days' notice and I don't think this is much to ask. I've listened to several calls this month and have heard aggressive demands, manipulating language and I would even go so far as to say some bullying of our staff. This is completely unacceptable and these individuals have received a warning letter as a result under our zero tolerance policy.

With immediate effect, if a patient inappropriately requests an urgent prescription inside the 3 working days' notice we require, a note will be added to their record. Serial offenders will be sent a warning letter asking for them to respect the system and if this continues further action may be considered.

It's a shame we have to take such draconian action with things like this, as well as missed appointments and missed urgent triage calls, but we have to protect the integrity of our systems in order to provide the best service we can to those patients who play by the rules.

Patient Participation Group (PPG) – This is the last meeting until after the summer break in August. Come along at 6.30pm on Thursday 20th July to the Great Bentley Village Hall and get involved. The PPG welcomes new members at all times.

Richard P Miller - Practice Manager



For the last 12 months or so this part of our newsletter published suggestions from this 103 year old book called "**Hints to Mothers**" on the health and wellbeing of children prior to the NHS existing. The contents have now come to an end, but we hope you found this interesting and in many instances still useful even today. I hope the NHS continues to take care of us all into the future and we never have to fall back to these times.

In loving memory of Joyce Priestley and Jackie Green.