

## May 2017 – Surgery Newsletter



**End of 'NHS Year' performance:** Having reached the end of the year in which GP practices are measured for their performance, it's a great time to review our performance. March 2017 saw more appointments seen, more prescriptions issued, more referrals written and more calls received/made compared to any month since our records

began. I want to personally thank everyone here at Great Bentley Surgery for making my job as practice manager easier by being such a great team. This is a sentiment that I hear regularly from many patients too.

### **Here's a list of what we've dealt with over the last 12 months:**

<b>384,297</b> prescription items issued	<b>67,725</b> calls from patients answered
<b>64,395</b> calls to patients made	<b>58,651</b> appointments with patients
<b>26,350</b> clinical letters actioned	<b>25,408</b> lab reports actioned
<b>4,962</b> referrals for patients completed	<b>1,169</b> GP home visits completed

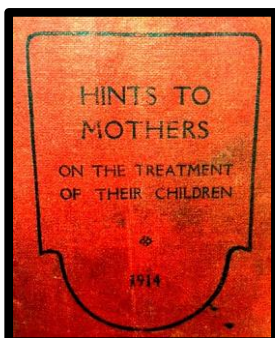
**GP Appointments:** The doctors have noticed lately that more patients seem to be unaware that GP appointments are only for 10 minutes and that only one problem can be dealt with in this time. If not, this of course causes the doctors to be late seeing other patients. If you need to discuss more than one problem, please ask for a double appointment.

**Prescription medications reminder:** It is important that all prescription medications are taken exactly as prescribed by your clinician. This means the correct day, at the correct time, the correct dose and the correct route of administration. If you stop taking any of your prescription medication or find you have difficulty with it, please contact your prescribing Nurse or GP. Stopping or delaying your medication may lead to further health complications

**The next meeting of the Patient Participation Group will take place at 6.30pm on Thursday 20<sup>th</sup> May 2017 at the Great Bentley Village Hall.**

**Richard P Miller – Practice Manager**

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This part of our newsletter publishes suggestions from this 102 year old book called "**Hints to Mothers**" on the health and wellbeing of children prior to the NHS existing. We hope you find this interesting and in many instances still useful even today. ***Please bear in mind this was written a long time ago!***

**Stomach ache** – in very young children is often caused by wind, and can be relieved by a teaspoonful of peppermint water with two of hot water, or dill water, in the same proportion, or even by little warm water and sugar.

**Stye in the eye** – Bathe with warm water during the day, and apply a bread and milk poultice at night. This will soon draw the sore to a head, when the matter will be discharged. Should the stye be caused by poorness of blood, feed up the child, and give him a tonic. If the child be full-blooded and fat, let him be kept on a farinaceous diet for a few days.

**Help, advice and products are easily available over the counter from community pharmacies for these and other common conditions these days.**