

November 2016 – Surgery Newsletter



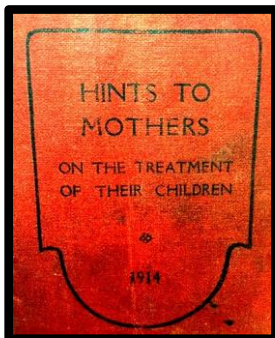
Anyone attending an appointment at the surgery will have noticed that we publish how many appointments are wasted every month by patients not attending (*Did not Attend- 'DNA'*). This is particularly frustrating for everyone when you consider how difficult it can be to get a non-urgent appointment less than 2/3 weeks ahead due to demand. **No 'DNAs' would be like having an extra GP session each week!**

We've managed to half the amount of DNAs over the last 18 months by writing to regular offenders. If a patient has DNA'd 3 times in a 12 month rolling period, we sent them a letter detailing the occurrences and asking them to avoid this in the future explaining the impact this has on others. If they subsequently DNA another 2 times within 6 months of that first letter, they get another letter telling them that their on-going registration will be reviewed by the partners. If no contact is attempted, then they can and will be removed from the patient list. Fortunately we've only had to resort to this twice so far.

When DNAs have been discussed at the Patient Participation Meetings, it's always been suggested that we remove patients much sooner, in fact some quite severe 'punishments' were suggested! However, removing patients is a last resort which can be challenged by NHS England, so we need to be seen to offering a chance for patient's to change their ways. We are now going to start sending letters after just 2 missed non-urgent appointments however, and also for patients' who miss appointments they book as urgent on the day, as these are particularly unacceptable. Failing to change behaviour after this will still result in registration being discussed with the partners.

The Patient Participation Group will be holding its monthly meeting at 6.30pm on Thursday 17th November at the Great Bentley Village Hall.

Richard P Miller - Practice Manager



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!***

Falls – Children pass most of the time in falling down and picking themselves up again, without any serious consequences. But should a child fall on his head and be stunned, send for a medical man. Pending his arrival, lay the child flat on his back, loosen the dress at the throat, and sprinkle cold water on the face, keeping the child as quiet as possible.

Head ache – Head ache in children is often caused by excitement and over-fatigue; this is particularly so if the child is not strong. Children who are growing rapidly are often subject to headaches. The patient should be fed up well, given a tonic, and plenty of fresh air.

I guess not much has changed here other than the fact that a fall on the head leaving a child stunned should really result in a trip to A&E now we have these a hundred years on!