



DRS FIELD MADDOCK MANN RAV ANDREW & SOMMERS

MILLVIEW SURGERY - WINTER 2012

Hello and welcome to our Winter newsletter. In this issue we have news about our patient Survey Christmas opening times and how to keep well and warm over winter.

2012 PATIENT SURVEY



This year, the annual patient survey kicked off at the flu clinic at William Kaye Hall on 24 October. As last year the survey, which the surgery is required to conduct annually, was composed by members of the Millview PPG (Patient Participation Group). The PPG Committee identified topics for inclusion in the survey and then a series of questions was developed for patients to answer. The proposed survey was then presented to the doctors for their approval. Once the doctors were satisfied with the survey, then PPG members volunteered to attend flu clinics and surgery sessions to ask patients to complete the survey. Surveys are completed either on paper copies or directly on to a hand-held input device. All information provided is confidential.

Once the survey has been completed by a target number of patients, a report is generated from all the responses. This report is then be used as a tool for identifying areas which need attention for the benefit of patients and the surgery as a whole. An example from the 2011 survey which resulted in changes being made was that drivers using the reserved parking spaces for Blue Badge holders indicated that the spaces were not always easy to access.

This resulted in the two bays being moved and the original spaces were marked out as no parking, therefore allowing improved access.

In administering the survey this year and talking to patients, it was realised that some patients thought that Byron House was still where the 'Out of Hours' service was based, despite the service having been moved to new premises on the Kings Mill Hospital site in 2010. Opposite the Accident & Emergency department of the hospital is a new, purpose built building called 'Primary Care 24', which is where the out of hour's service is now based. So, if a doctor is required during times when the surgery is closed, patients need to telephone the surgery as usual and wait to be transferred directly to the Out of Hour's service. If advised to attend the clinic to see a doctor, patient go to the building on the hospital site, opposite A & E.

In addition to the out of hour's service, from 1st October this year, the same site now offers a 24 hour Walk-in clinic. Although it is preferable for patients to seek an appointment with a doctor at the surgery, if one is not available or a patient's symptoms worsen prior to attending their appointment, it is possible to go directly to the Walk-in Clinic at the Primary Care 24 clinic at the hospital. Patients will need to wait their turn to see a doctor and waiting times will vary depending on the day of the week and the time. If staff at the Walk-in Clinic determine that a patient's symptoms are

more serious, then the patient will be referred across to the A & E department.

There are a number of options available to patients needing medical attention when the surgery is closed and at other times. The NHS Direct telephone information line is available 24 hours a day, seven days a week, giving advice based on patients' symptoms, telephone 0845 46 47. Almost every pharmacy is able to offer confidential consultations with a qualified pharmacist, free of charge and of course



available on Saturdays and some on Sundays. Both NHS Direct and the pharmacist will advise seeking further attention from a doctor if necessary. Then there is the out of hour's service and now the walk-in clinic at Primary Care 24 on the hospital site.

By conducting the annual Patient Survey, the surgery is able to identify areas which can be improved for our patients. We would like to thank all patients who took part in this year's important survey and the information provided will be used to benefit the surgery services and patients during 2013 until the next Patient Survey.

"Problems with fuel bills? Seek help straight away from the fuel company or Citizens Advice Free phone 0800 085 7000"

Winter

Keeping warm is a vital part of keeping well this winter. This is especially important for older people, people with chronic illness and young children.

straight away from the fuel company or Citizens Advice Free phone 0800 085 7000

everyday

Wrap up warmly before going out . Layers of clothing keep you warm

Invest in room thermometers

Always wear gloves and a hat out of doors

Keep warm in bed at night

Watch out for signs of Hypothermia:

- Unusual drowsiness**
- No longer feeling cold in a very cold room**
- Slurring speech**
- Very cold skin**

Key points for keeping warm and well

Try to keep a constant temperature of 70°F in all rooms. If this is not practical - keep one room warm, but preheat the bed and bedroom for several hours before going to bed.



Use draught excluders and keep the curtains closed, but **don't block air vents**

Have some hot food and drink everyday

Keep your home well insulated.

Problems with fuel bills? Seek help

Take a little exercise



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In November **223** appointments were missed with GPs and Nurses at this practice. This amounted to **48** hours of time wasted. These could have been given to other patients. Please let us know if you are unable to keep your appointment so that we can give it to someone else.

Please phone the surgery
01623 649528

FIT NOTES PLEASE NOTE:

Patients don't need a GP's certificate of absence if they are off work for less than seven days, as they can self-certify for the first seven days.

ORDER YOUR REPEAT PRESCRIPTIONS ONLINE AT:
www.millviewsurgery.co.uk

Please allow **48** hours for repeat prescriptions



CHRISTMAS & NEW YEAR OPENING TIMES



Mon 24th December 2012 8am-5pm	Sun 30th December 2012 CLOSED
Tues 25th December 2012 CLOSED	Mon 31st December 2012 8am-5pm
Wed 26th December 2012 CLOSED	Tues 1st January 2013 CLOSED
Thurs 27th December 2012 8am -6.30pm	Wed 2nd January 2013 8am -6.30pm
Fri 28th December 2012 8am -6.30pm	Thurs 3rd January 2013 8am -6.30pm
Sat 29th December 2012 CLOSED	Fri 4th January 2013 8am -6.30pm

EMERGENCY NUMBER : 01623 649528