



Millview Surgery - Winter 2015

Hello and welcome to our Winter newsletter. In this edition we have news on planning for the future, self help , DNA (Did not attend) policy and information on our Christmas and New Year opening times.

Planning for the Future

The local Clinical Commissioning Groups (Mansfield & Ashfield CCG and Newark & Sherwood CCG) are responsible for providing local NHS services such as hospitals, ambulance service, mental health services and primary care (our GPs). The CCGs across the country buy all the services that the local populations need and they have a role to plan into the future. The CCGs have a duty to ensure that the local population can access essential services.

Every CCG in England must go through a process to ensure essential hospital services are protected, in other words Mansfield & Ashfield CCG and Newark & Sherwood CCG must have a plan to make sure that patients can continue to access to services which are critical to them, **in case** a hospital gets into serious financial or clinical difficulties. It is compulsory that every CCG in England has worked through the process and have a plan. This process is called Commissioner Requested Services (CRS).

Mansfield & Ashfield CCG are currently working through the CRS process and over the next month it wants to hear from local residents. There is a booklet "Planning your local hospital services", which will be in Millview Surgery very soon with more information. It will also be in pharmacies and libraries as well as some other places for people to pick up. As well as giving more information about the process, there is a short questionnaire with just

4 questions at the back, which the CCG would like local people to complete so the CCG can find out the opinions from the local community.

Information taken from "Planning your local hospital services" CRS Leaflet - November 2015RV

DNA (Did not attend) Policy

We have introduced a new policy for patients that do not attend their appointments.

Most of our patients know that it can sometimes be difficult to get a routine appointment with a GP or Nurse. One thing that makes this more difficult to overcome is the problem of missed routine appointments (DNA's). Where patients have been declined routine appointments because the consultations are fully booked, it is at best disappointing when one of those booked appointments does not turn up and has not contacted the practice to cancel the appointment so that it can be released for other patients (or does ring but too late as to make it impossible to allocate to another patient). The cost in time and money is a burden to the National Health Service generally and the Practice in particular cannot sustain this.

Remember that your DNA is another patients denied appointment.

When patients do not turn up for their appointments and do not advise the surgery that they wish to cancel their appointment (or even cancel late) the effect of this is:

- An increase in waiting time for appointments

- Frustration for both staff and patients
- A waste of resources

As a practice we want to reduce the rate of DNA's by the use of education and by considering removal of those who persistently waste our time.

Wasted appointments are a huge problem throughout the NHS. The issue of DNA's is a continued frustration for both patients waiting to get an appointment with the GP or Nurse and for those working in the practice. Millview Surgery in an attempt to rectify the problem have therefore agreed this DNA Policy.

POLICY

If a patient fails to attend an appointment a 1st DNA warning letter will be sent to the patient advising them that a further occurrence could risk removal from the practice.

If the patient fails to attend another (2nd) appointment within 12months of the 1st letter being sent, a 2nd DNA letter will be sent to the patient advising them that a further occurrence could risk removal from the practice.

If the patient fails to attend another (3rd) appointment within a 12month period, the matter will be discussed with the GP's and a decision will be made as to whether the patient is removed from the list.

A letter will be sent to the patient advising them of the practice's decision to remove them from the practice list. The patient will be given 4 weeks to register elsewhere before being removed from the Practice list.

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In November 2015 **186** appointments were missed with GPs and Nurses at this practice. This amounted to **39** 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.



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.



In the interest of safety and security for patients and staff,

all telephone calls are recorded



Self-Care Hub

A new service has been launched for residents in Mansfield and Ashfield; the Self-Care Hub is a free and confidential service that puts us in control. It is a "one-stop shop" for patients, the public and professionals. The Self-care Hub can be accessed to find out details of voluntary and community support including local activities, services and groups. It is available to anyone over the age of 18, who lives or works in Mid-Nottinghamshire.

The Self-Care Hub can be contacted in the following ways:-

Call: 0300 303 2600

Visit: www.nottshelpyourself.org.uk/selfcarehub

Email: selfcarehub@selfhelp.org.uk



ANTIBIOTIC AWARENESS CAMPAIGN

Public Health England are running an antibiotic awareness campaign.

Antibiotics are essential medicines for treating bacterial infections in both humans and animals. They are losing their effectiveness at a great rate though. Bacteria can adapt and find ways to survive the effects of antibiotics. They become "antibiotic resistant", so that the antibiotic no longer works. The more you use an antibiotic the more bacteria becomes resistant to it.

Antibiotics should be taken as prescribed, never saved for later or shared with others. It is important we use antibiotics in the right way: the right drug, at the right dose, at the right time for the right duration. Appropriate use of antibiotics will slow down the development of antibiotic resistance.

Many antibiotics are prescribed and use for mild infections when they don't need to be. All colds, most coughs, sinusitis, earache and sore throats get better without antibiotics.

Community pharmacists are well trained to help provide advice on over the counter medications to treat symptoms and help with self-care.

THE SURGERY OVER CHRISTMAS

The surgery will be closed for Christmas and New Year on the following dates:-

Christmas Day Friday 25th December 2015

Bank Holiday Monday Monday 28th December 2015

New Years Day Friday 1st January 2015

Please make sure that we have received your repeat prescription requests by Tuesday the 22nd of December to ensure that they will be ready for collection before the Christmas Break.

Should you require medical treatment on the days we are closed please phone the out of hour service on 111

We Wish You A Merry Christmas And A Happy New Year

