



Westcroft Health Centre

HEARTBEAT

Winter 2010

01908 520545



www.westcrofthealthcentre.co

Note; this newsletter is for Westcroft patients

Practice area: the practice accepts registrations from patients living in Westcroft, Tattenhoe, Tattenhoe Park, Shenley Brook End, Emerson Valley, Oxley Park, Kingsmead, Snelshall, Shenley Wood, Whaddon. Oakhill and Medbourne.

The information in this newsletter was correct at the time of going to print

December 2009

Welcome to Westcroft Health Centre



PLEASE USE THE SELF BOOKING- IN - SCREEN ON YOUR LEFT AS YOU ENTER THE INTERNAL DOOR, THIS SAVES TIME IN QUEING AT RECEPTION.

OUR JAYEX CALLING SYSTEM PUTS INFORMATION ON THE TELEVISION SCREEN, IT ALSO SHOWS YOUR NAME AND CONSULTATION ROOM WHEN THE CLINICIAN CALLS YOU

A short insight into what we the clinicians and administrators do in a typical month.

Olive Carr – Practice Manager

Firstly may I apologies for any inconvenience caused to you our Westcroft patients, due to the changes made over the past few months to our appointment system and our working practice. Access to a clinician has been difficult as we have such a high demand for appointments.

We wish we could give all of our patients the appointments at the times and on the day with the GP of choice, unfortunately this is not possible. We do understand that many of our patients commute each day to their place of work and vey often need to take a day's holiday to come and book an appointment on the day to find we are fully booked, wasting a day's holiday.

We have an average of 30 births a month and our nurses vaccinate an average of 30 babies and children each Tuesday morning.

Repeat Prescriptions

Asking and requesting repeat prescription can from time to time

create a problem for patients and staff Please remember we need at least 48 hours for a repeat prescription.

If you take regular medication you need the medications, please help us to help you by requesting your repeats in good

4 different chemists collect prescriptions for patients from the Health Centre so patients don't need to come to the surgery to collect them, but please note it is your responsibility to inform your chosen chemist to collect for you. Prescriptions can also be done on line and also left in the black post-box outside the main door 24/7.

January 2010

We apologies that we have been experiencing problems with the prescriptions on line and are working to resolve the problem – we thank you for your patience

Daily collections for prescriptions are made by following chemists



Boots The Chemist

Units 5-6, Barnsdale Drive Westcroft Centre
Milton Keynes Buckinghamshire
MK4 4DD

Tel: 01908 506165

Boots The Chemist

18, Crown Walk Seklow Gate West
Milton Keynes Buckinghamshire
MK9 3AH

Tel: 01908 607327

Smith P.&I Ltd

206 Whaddon Way Bletchley
Milton Keynes Buckinghamshire
MK3 7DG

Tel: 01908 372161

Cox & Robinson (Chemists) Ltd 13, Melrose Avenue Bletchley

Milton Keynes Buckinghamshire
MK3 6PB

Tel: 01908 372651

Jardines Pharmacy

63, Dulverton Drive North Furzton
Milton Keynes Buckinghamshire
MK4 1EW

Tel: 01908 506828

Other Pharmacies within a short drive of the Health Centre

Tesco Pharmacies

**Watling St Bletchley
Milton Keynes Buckinghamshire
MK1 1DD**

Tel: 01908 453600

Tesco Pharmacies 1, Winchester Circle Kingston

**Milton Keynes Buckinghamshire
MK10 0AH**

Tel: 01908 457000

Boots The Chemist

**Unit 2 Winchester Circle, Kingston Centre
Milton Keynes Buckinghamshire**

MK10 0BT

Tel: 01908 585882



In addition to Routine Acute Clinical appointments we also provide the following : minor operations, produce letters of referral to consultants, complete letters and forms for patients and medicals for patients for their insurance companies (which we are obliged to do).

We give holiday vaccinations; run smoking cessation, dermatology, flu, joint injections, asthma and diabetic clinics.

Currently we do not see Private Patients

What have we done to improve access too clinicians?

In December 2008 working with the Primary Care Trust and an external organisation, we have monitored demand for appointments, the amount of calls we receive and when the peak calling times are over a three month period. After meeting and studying the information collected we changed the way we deal with requests for appointments to improve the service to patients.

We set in place a triage service by all our GP's and this is how it works.



When you call, our receptionist will ask if you would briefly discuss the nature of the problem, this is put onto the computer on your medical file along with a telephone number the GP can contact you on(preferably a land line). Our GP's will contact you between 9am and 12.30pm to discuss your problem.

If your problem for is for a sick certificate that can be left for you to pick up, or you just need medical advice a telephone consultation would suffice. If the GP feels he needs to see you he will make a face to face consultation with you for that day. All children under 5 and the elderly

A year down the road by monitoring and listening to you our patients we made less triage appointments and introduced more face to face appointments. This we did as the triage suited some of our patients but not others. We will continue to monitor and change the way we deliver our service on a regular basis.

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We have pre-bookable appointments for the early morning slots that can be booked 4 weeks in advance. Our afternoon appointments are given by our reception staff on the day if your problem can not be dealt with by a telephone consultation.

The change has helped us to increase our capacity by 40% every week.

We have extended our hours by opening at 8am every morning, don't close at lunch time and stay open till 8pm Monday, Tuesday

and Wednesday. Our doctors do late evening surgeries from 6.30pm on these evenings. We close at 6.30pm on Thursdays and Fridays.

We have increase our reception staff and employed a Reception Manager, Donna Steer, to oversee the smooth running of the reception area.

We have installed a tracking system on our telephone which monitors all day the volume of calls so we can predict when demand is high and adjust staff levels to cope with the volume of calls. On an average week between 3000 and 4000 calls go through our appointment lines.

We constantly listen to your comments and hope that you continue to pass onto us your ideas that you feel would benefit Westcroft Health Centre. You can now E-mail us on:

westcrofthc@hotmail.co.uk

Note: Do not send prescription requests to this E-mail

OPENING TIMES



Surgery Times

**Monday , Tuesday, Wednesday
Thursday , Friday**

**8am – 8pm
8am – 6.30pm**

Once a month the practice closes for a half day for staff training this is usually advertised on the surgery door a week before.

Out of hours call for emergencies telephone the sugery and you will automatically be put through to MKDOC (01908 202022)

Results of Investigations

Please allow sufficient time for the investigations to be processed at the hospital (normally 7 days). We do not routinely inform patients when their results are back and normal.

Accordingly, to check up on your results, after 7 working days, please telephone the surgery between 2pm – 4pm when the reception staff are less busy.

If the results are abnormal we will contact you, so please ensure that we have an up to date phone number for you on our records. If you are out and there is any answer phone we do not leave messages. If we are unable to contact you about an abnormal result we will notify you

Update Information



Change of telephone number or address:

If you change your telephone or mobile number, please let the Surgery know. Equally, you must be aware that if you have put an embargo on anonymous calls that includes the surgery, in that case we will be unable to contact you and therefore it may be prudent to lift this embargo.

Change of address: Please let us know if you move. If you leave our practice area you will need to re-register with a GP who covers your new address. We need to know all the patients in your household's name, as each person has a computer file that will need to be amended.



Dr Iqbal and Jane Gardner both have left the Health Centre, Jane in August and Dr Iqbal September

Both will be missed by Patients and staff and we wish them both well for the future.

We extend a warm welcome to Dr Asma Ali who joined us in October doing 7 sessions a week





Westcroft Health Centre

Flu Vaccination

Westcroft Health Centre request patients to book

Flu Vaccination Appointments.

We have appointments available in the week and our Saturday Clinics.

If you are:

65 or over

Suffer from

Diabetes Asthma COPD Heart problems

Repertory disease or Chronis illness

Please book an appointment call MK 520545

For seasonal flu





WESTCROFT HEALTH CENTRE

SWINE FLU

If you have any 2 of the following symptoms:

**fever 38c +, cough, sore throat, aching limbs,
headache, vomiting, or diarrhoea**

DO NOT COME TO THE SURGERY

but call the

[FLU helpline 08001513513](tel:08001513513)

Or use the website

direct.gov.uk/pandemicflu

**Tam Flu medication can be collected by your flu friend
from**

**Cox & Robinson at Stony Stratford. Jardines at Neath
Hill and Furzton, Boots at Kingston**

Hospital Visiting Restrictions During Epidemic

Each in-patient on most wards or departments is only allowed a maximum of 2 visitors at any one time. No children are permitted onto the wards, unless there are exceptional circumstances and a prior request has been made to the ward manager.

On Ward 9 (Maternity Unit) only one visitor is permitted for each female patient. This is to help protect mothers and babies.

Please do not attend the Hospitals' Accident & Emergency (A&E) Department unless really necessary. Think carefully before attending with minor injuries and ailments- **A & E is for accidents and genuine emergencies only**

Patients Participation Group

Do you know what a PPI Forum is? PPI Forums are made up of volunteers from local communities who are keen about helping members of the public influence the way local healthcare is organised and delivered. There are over 570 PPI Forums to-date across England and is actively supported by the PCT's. Each works independently and works with the local NHS trust.

We have had a PPI group at Westcroft since 2004 and a patient committee has been formed who meet bi - monthly at the Health Centre. If you have idea's you would like to share with us that will help shape the future of healthcare, please contact the Practice Manager or committee on westcrofthc@hotmail.co.uk with your suggestions or if you wish to attend a meeting or become a member of our committee you are welcome to join us.

Westcroft Patient Committee

A note from Mr Peter Ballantyne Chair.

As you have already read in this Newsletter, the work oad of the staff at Westcroft Health Centre is increasing daily. Like you, I have had the frustration of long waits on the phone, only to find that all the appointments for the day had been taken. Like many others I

started to queue up outside the surgery to try to get an early appointment . This puts more pressure on the clinical and administration staff and further blocked patients trying to get appointments via the phone. So something had to be done, the GP's realized that action was needed and a change to the system was needed.

But we patients are not perfect either, with many not turning up for allocated appointments (DNA did not attend) being abusive on the phone and in the reception area to the front line staff, demanding urgent appointments for minor problems.

The decision to strengthen the Patient Group by forming a committee of patients was right at this time. We held several productive meetings, and as a result we are actively involved in trying to improve patient's experience. You may have also noticed the seating arrangement in the waiting area – this is the result of patients commenting how formal the chairs were set out – the group experimented with different layouts. However this committee will only be as good as your input, so it is vital that all patients feel they can make comments both positive and negative.

We will endeavour to work with the practice to make it one of the best in Milton Keynes. Any comments, queries or complains can be sent to westcrofthc@hotmail.co.uk for my attention. We promise to respond to non-medical matters.

We are hoping that more patients to join us on the committee. All are welcome and we do desperately need the input of some of our younger patients, our teenagers and young mums. We meet at the Health Centre and the meeting includes Health Centre clinicians and administrators. Please come and join us



westcrofthc@hotmail.co.uk - for your suggestions

FOCUS ON; Smoking

Thinking about quitting?

We are here and ready to help you, running pre-bookable clinics on Mondays 12.30 – 3.30 and Wednesdays 3.30 – 7.30

So why is it so hard to stop smoking?

You have probably heard many times about the hazards of smoking. Not only does smoking do harm nearly every organ in the body and causes a host of health problems, but also reduces physical well being in general.

Among the many diseases for which smokers are at increased risk includes lung and other types of cancer, emphysema, heart attack, stroke, pneumonia, high blood pressure and cataracts. This makes tobacco use the most preventable cause of death in the world. Even more sobering, the World Health Organisation reports that half the people that smoke today will eventually be killed by smoke related illness. If you are a smoker, quitting is the most effective action you can take to improve your health.

Check out these numbers:

- 8 Hours after quitting, oxygen levels in the blood return to normal, chance of a heart attack fall
- 48 hours, nicotine is no longer detectable in the body. Sense of taste and smell is improved.
- 3-9 months breathing problems i.e. shortness of breath and wheezing improve. Overall lung function is increased will 5 – 10 %
- 5 years the risk of heart attack falls to about half that of a smoker
- 10 years the risk of lung cancer falls to about half that of a smoker. The risk of heart attack falls to about the same as someone who has never smoked

We know it is difficult to stop smoking, what are you waiting for? Complete the form or telephone us make an appointment today let us help and support you



Westcroft Health Centre

Do you want to Quit Smoking?

We are here to help

Ring for an appointment now

Clinics are run on:

**Monday 12.30pm – 3.30pm
Wednesdays 3.30pm – 7.30pm**

Ring 01908 520545 and arrange an appointment

**I would like to quit smoking an appointment to attend
a clinic:**

Monday:-----

Wednesday:-----

Name:-----

D.O.B:-----

Telephone Number:-----



Emergency Links

Please note the following useful telephone numbers for emergencies or Health related agencies.

01908 201022 NHS Direct (for medical advice)

Aids Helpline	690500
Age Concern	305900
Alcoholics Anonymous	01865 - 242373
Benefits Agency	208600
Bereavement Group	231292
Blackberry Clinic	604666
Bletchley Community Hospital	376415
BPAS	233880
Brook Advisory Services	669215
Bucks Patient Services	012960 - 310000
CAB - Citizens Advice Bureau	08701 - 264050
Carers Milton Keynes	231703
CDAC (previously pegasus)	668603
Community Health Council	631040
Community Transport	252260
Farthing House	667055
Genito Urinary Medicine (GUM Clinic)	243860
Health Information Service	0800 - 665544
Jubilee Ward	376415
MK Counseling Foundation	230644
MKDASS	313616
MKDOC (out of hours)	201022
Milton Keynes Hospital	660033
Police	686000
Rape Crisis Centre	691969
Relate	310010
Samaritans	667777
Saxon Clinic	665533

Social Services

691691

Willen Hospice

663636

Windsor Ward

650450

Women's Aid

01604 - 639099