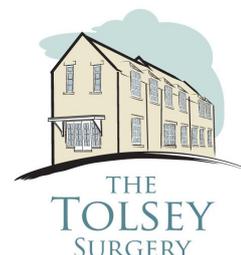


Tolsey Times



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Antibiotics

There has been a lot in the news recently about use, or over-use of antibiotics. Research has shown that GPs are under enormous pressure from patients to prescribe antibiotics when they think they need them for illnesses such as coughs, colds and sore throats which can get better by themselves, or by using over the counter medicine available from a pharmacy.

Taking antibiotics encourages bacteria to become resistant, meaning the antibiotics may not work when you really need them to and can put you and your family at risk of a more severe or longer illness.

Antibiotics are essential to treat serious bacterial infections, such as pneumonia, meningitis and sepsis. The danger is that antibiotics no longer work for some infections and this situation will only get worse with excessive and inappropriate use.

The advice is to take antibiotics as instructed and finish the course if they are prescribed for you, never save them for later use or share them with others.



Public Health England
NHS Wiltshire
Clinical Commissioning Group

Taking ANTIBIOTICS when you don't need them puts you and your family at risk

Keep **Antibiotics** Working



Our Appointments are Changing !

As you will be aware pressures in General Practice on appointments is increasing and none so fast than the demand for appointments.



Don't forget you can use the web-site :

- To book routine appointments
- To order repeat prescriptions
- To Cancel appointments
- To update your contact details
- To complete our Friends and Family Test questionnaire
- For links to other useful websites
- Get Health and Travel advice
- To see your Summary Record

www.tolseysurgery.co.uk

In response to this at the Tolsey we are trying a new method on some days to make sure patients that do need to be seen urgently/on the day, can be seen in a safe and timely fashion, and ease the pressure on staff, GPs, nurses and admin.

From November we are introducing a triage clinic run by one of the GPs on Monday and Friday mornings.

If you ring up asking for an emergency or same day appointment your details will be taken by a receptionist and the GP will then call you back to deal with your request.

This may be that :-

- You will be given a same day MORNING appointment with a GP
- You will be given an appointment to see another health care practitioner
- You will be triaged and given an Amber appointment to be seen the same week
- You will be triaged and offered a Green routine appointment
- Your problem will be dealt with over the phone

The colour assigned to these appointments is part of a traffic light system that is being introduced in several other practices nationwide.



Green routine appointment – your problem does not need to be dealt with as an emergency or soon. Our routine appointment wait with any GP is usually 2-3 weeks.



Amber appointment – these appointments are held back and only released 2 days beforehand to allow problems that need to be dealt with within 7 days, but not necessarily as an emergency



Red appointment – these are reserved for urgent problems that need to be dealt with on the same day

What does this mean for you?

If you ask for a **same day appointment** you will need to give our receptionist an idea of why it is urgent. You may be asked to wait for a call back from a GP – and we NEED TO BE ABLE to RING YOU BACK- you must ensure we have your correct phone number, and that you have a strong signal if on a mobile, or stay close to your home phone. If you want to be seen urgently you will be offered a morning appointment, whether you are at work, at school, or planning a shopping trip!



Non urgent appointments. **Amber appointments** will be offered because the problem needs to be dealt with soon. Reasons do not include “because it is convenient for you to be seen quickly”, or “because you have forgotten to book a routine appointment.”

Green appointments. Unlike many other surgeries who have a wait of more than 4 weeks, we can offer routine appointments within 2-3 weeks. Please think ahead, book ahead and then actually attend your routine appointment. If



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you consider that is a long time, just think how far ahead you have to book haircuts, dogs into kennels, and dental appointments – this is no different.

We welcome any feedback once these changes are underway, as we head into the busiest time of year for General Practice

Breast Screening

Most experts agree that regular breast screening is beneficial in identifying breast cancer early. The earlier the condition is found, the better the chances of surviving it.



Breast screening aims to find breast cancers early. As the likelihood of getting breast cancer increases with age, all women who are aged 50-70 and registered with a GP are automatically invited for breast cancer screening every three years. As the age range is extending in this is an area, some women aged 47-49 and 71-73 will also be invited.

Breast screening is routinely carried out every three years, and the next cycle of screening in this area is now underway. Women in the extended age range that have not been invited can request screening every three years. Any woman that has concerns about breast cancer can also request screening.

You can find out more information about breast screening, and the age extension in breast screening, on the NHS Cancer Screening Programmes website at www.cancerscreening.nhs.uk.



Students at Tolsey

We are pleased to be able to support our next generation of young doctors at The Tolsey Surgery. We regularly take Year 2 and Year 5 medical students from Bristol University for placements.

We are very grateful to our patients who are willing to allow them to observe consultations.

We are proud to say that Dr Watkins received a nomination for the best GP Teacher Award and received some very complimentary remarks from his Year 5 students. "... Dr Watkins really cared about the experience we had and made us feel very supported at all times. ..."



Those Last Minute Requests!

We have nearly 3,500 patients. We issue over 2,500 prescriptions every month with over 6,000 items. This takes a lot of effort and organisation to run smoothly, and to have medication ready when required. We invariably get several patients turning up on a Friday afternoon having run out of their tablets asking for their medication for the weekend.

We are not trying to be unhelpful when we ask for time to process prescriptions; we just want to work in a safe, methodical way to best serve our patients. It is the responsibility of the patient to ensure they have sufficient supplies

and that requests are placed at least 4 working days in advance. This is why we have introduced the service to automatically pre-order your repeats when picking up medication so they will be ready for you to collect the following month.





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NHS Healthchecks

As we get older, we have a higher risk of developing conditions like high blood pressure, heart disease, stroke, type 2 diabetes, kidney disease or dementia. Your free NHS Health Check can spot early signs and help prevent these happening to you, which means you'll be more likely to enjoy life for longer.

If you are in the 40-74 age group without a pre-existing condition we will invite you for a free NHS Health Check every five years.

If you receive an invitation it is worth spending 20 minutes taking advantage of this very worthwhile free service.



Care for our Carers at the Tolsey Surgery

The Tolsey Surgery has been awarded a GP Accreditation Award at Gold Plus level for a highly commendable four years running. Carers in Wiltshire said: "We would like to congratulate you and thank you for the outstanding support you give to your Carers". We would like to thank Lisa Neal for her dedication to this service and Sally Bishop who runs the Carers Clinics.



If you are a Carer and are not already registered with us as a Carer, please ask at reception for details or contact Lisa Neal at the surgery.

Christmas and New Year

We will be closed on Monday 25th December, Tuesday 26th December and Monday 1st January 2018. If you need medical advice during this period please call NHS 111



Abusive Behaviour

It is sad but true that our staff have to deal with abusive behaviour from patients on a regular basis.

We do recognise that there are reasons why patients can become abusive, but there is no excuse. Often our receptionists are just

seen as fair game to attack when all they are doing is trying to help. The same patients frequently behave completely differently towards the doctors when they see them. We have a zero tolerance policy of abuse. In cases of particularly threatening or abusive behaviour, this may result in immediate deregistration and the incident reported to the police and the CCG. The CCG will then assign that patient to a new practice who will in turn be made aware of that patient's history.

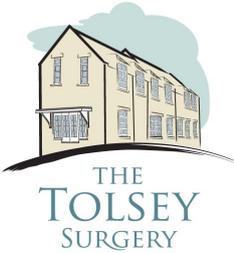
A common cause for conflict is when patients try to order medication over the phone, which is against our policy for safety reasons. Patients often do this even when they have clearly defaulted on the necessary reviews needed with their doctor. Medication can be ordered online, by post or fax, or deliver your prescription request to the surgery and place in the box provided. We also have a new automated system where patients can pick up their prescription and re-order repeat medication for the following month at the same time.



THE TOLSEY SURGERY

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tolseysurgery.co.uk



It has been a while since our last newsletter, and a lot has happened! We have said goodbye to some of our staff and welcomed some new faces. Yvette retired earlier this year after 20 year's service. We also waved good-bye to Lisa Hall, practice nurse, in the summer. New to the team this year is Jo, our new practice nurse, and Sarah in Dispensary. We will shortly be joined by Nicole in Dispensary as Candi is also leaving us.

We have been warned that we are to expect one of the worst flu seasons in recent history, so if you are eligible for a free flu vaccine and have not yet had it, call the surgery to make an appointment!

The GP surgery continues to be a challenging environment for us to work in and we are constantly finding new ways to cope. Our new appointment system, trialling this autumn, will hopefully help us to manage demand while easing the pressure on both patients and staff.

With best wishes for a peaceful Christmas and a Healthy New Year!

Judy Sharp
Practice Manager

Reception:-

Monday to Friday - 8:30am to 6:30pm

The Telephones are not attended between 12.30-1.30pm each day

Dispensary:-

Monday to Friday - 8:30am to 6.30pm

Extended Hours on Wednesdays and Thursdays :- (see staff for further details)

Early appointments from 7.30am - 8.00am (Weds)

Late appointments from 6.30pm - 7.30pm

First class healthcare on your doorstep