



# Ancora

## Medical Practice

AUTUMN NEWSLETTER 2018

**Welcome to the Autumn 2018 newsletter. If you have any suggestions, comments or queries on the content of this newsletter or future newsletters please advise one of the Receptionists who will pass your comments on to the Practice Manager.**



**Extended Access—Evening and weekend appointments now available**

**Patients who are registered at this practice can now book an appointment to see a range of clinicians including GPs and nurses on weekday evenings (after 6.30pm) or at the weekends (on Saturday and Sunday). Appointments will either take place at this practice or at another NHS setting nearby. Talk to practice receptionist to book an appointment.**

**From 1st October 2018 everyone in England will benefit from access to general practice appointments in the evening and weekends at a time that is most convenient to them. This is part of a national drive to help improve access to general practice and get the best possible outcomes for patients. Further information is available at**

**[www.england.nhs.uk/gp/gpfv/redesign/improving-access](http://www.england.nhs.uk/gp/gpfv/redesign/improving-access)**

## **Detuyll Street Transformation**

**After years of planning and trying to secure funding the doctors at Ancora Medical Practice are delighted that work will commence on the new development at Detuyll Street on 5th September 2018. Funding has been obtained from NHS England, Estates and Transformation funds, the Department of Health, (for the provision of an OAD service\*) and the GPs have invested significantly into the project to ensure we have a facility that will be able to improve provision of care for our 20,000 patients.**

**\* Opioid Analgesic Dependency (OAD) Service—Our award winning pilot project to support individuals at risk from addiction to opioid painkillers enabled a successful bid to be made for over £160,000 from Public Health England to build a dedicated centre as part of this vital initiative.**

**There is no doubt that our work in this area is changing and saving lives and leading the way nationally to tackle the problems faced by those addicted to prescribed and over-the-counter painkillers. We are the first practice in the country to offer this service and have been featured on the BBC 6 o'clock news.**

**The new facility will double the size of the existing premises and will include a minor operations unit, 3 new consulting rooms, a meeting room for healthcare professionals, a dedicated room for the Opioid Analgesic Dependency service, new waiting area and reception. All rooms will be equipped to a high standard, with complete refurbishment of existing rooms.**

**We will try to minimise disruption to services however it maybe that some appointments will be offered at our Ashby Road Surgery as we reduce the service at Detuyll Street during the refurbishment.**



## **Staff News**

### **Dr Ike**

**We are pleased to announce that Dr Ike has joined Ancora as a salaried GP from 1st August.**

**Dr Ike completed this final year of training with Ancora so many of you may have already met him during a consultation.**

### **Introducing the new Over 75's Coordinator**

**Abi Moran has started at the Practice as the new Over 75s Coordinator, taking over from Kendra Dudfield who has taken on a new role at Safecare Networks.**

**The Over 75's Coordinator liaises with patients, patient's families, other departments of the NHS, and any external bodies, to ensure patients not only feel supported where necessary, but know that the support is available if ever they require it. Abi will also be able to make referrals for patients to Falls Prevention Clinics, Memory Clinics and will be working closely with the Wellbeing Hub. You can contact her on the main surgery number. If she is not available you can leave a message for her and she will call you back.**

### **Congratulations**

**Congratulations to Nurse Julie East who has achieved her Independent Nurse Prescribers Qualification.**

**Congratulations also to Maureen Twells on her retirement, we wish her all the best for the future.**

### **Welcome**

**We would like to welcome Sara Alexio our new In-House Pharmacist to the Practice**

**Also welcome to our two new GP Registrars, Dr Mariam Sohail and Dr Arimala Parthasarathy who will be with the Practice until February 2019.**



## **HYMS Training**

**We are an approved training practice with various doctors involved in training:**

### **Year 5 medical students:**

**These are medical students in their final year before qualifying as a doctor.**

***If you see a student doctor you will have a longer appointment than normal for them to obtain a full history of your complaint, which they will then discuss with a GP, before they both decide on any action required.***

### **FY2 doctors:**

**Newly qualified doctors enter a two-year Foundation Programme (FY1 and FY2), where they undertake terms in a variety of different specialities. These must include training in General Medicine and General Surgery but can also include other fields such as Paediatrics, Anaesthetics or General Practice.**

***If you see an FY2 doctor you will have a 20 minute appointment, where the FY2 doctor can consult with a GP if they feel the need, however your case will be discussed with a GP at the end of the morning or afternoon session and if there are any changes to the treatment given the patient will be contacted.***

### **GP Registrars:**

**To train as a general practitioner (GP), after completing the Foundation Programme, a doctor must complete eighteen months of posts in a variety of hospital specialities - often including psychiatry, geriatrics, obstetrics, Paediatrics & gynaecology. The trainee also has to spend eighteen months as a General Practice Speciality Registrar - a trainee based in a GP practice. After completing this training and the relevant exams, the doctor can become a GP and can practise independently.**

***If you see a GP Registrar you will have a slightly longer appointment than normal and your case will be discussed with the GP Trainer at the end of the morning or afternoon session.***

## **S.A.F.E.**

**Specialist Assessment of the Frail and Elderly clinics will begin at the Surgery from September 2018. For a referral please speak to your GP or to the Over 75's Coordinator who will be able to arrange this for you.**

## **Flu Vaccinations**

**Having the flu vaccination can reduce doctors' visits, missed work or school and prevent flu-related hospitalisations. Not everyone needs a vaccine but you should consider having one if you are;**

- **Aged 65 or over**
- **Pregnant**
- **Have a serious medical condition**
- **The parent of an at risk child aged 6 months—  
2yrs**
- **Living in a residential or nursing home**
- **The main carer for an elderly or disabled person whose welfare may be at risk if you fall ill**

## **A&E Attendances**

**A&E is mainly for major injuries and emergency treatment. If you are unsure if it is appropriate to attend A&E, please contact the surgery for advice or telephone the NHS 111 service by dialling 111 from a landline or mobile. Calls to the NHS 111 service are free of charge.**

**The following situations are suitable for an emergency 999 call:**

**Suspected stroke/Heart attack or collapse, associated with severe breathlessness, pain or unconsciousness.**



**when it's less  
urgent than 999**

## **Sepsis**

**Infections sometimes lead to germs entering the bloodstream, which is known as sepsis. The body's response to this can make you or someone you are caring for look or feel very poorly. Sepsis is sometimes called septicaemia or blood poisoning.**

**Sepsis is a serious complication of an infection and without quick treatment can be extremely dangerous.**

**You should seek medical advice from NHS 111 if you've recently had an infection or injury and you have possible signs of sepsis (see diagram below).**

**If sepsis is suspected, you will usually be referred to hospital for further diagnosis and treatment.**

**Severe sepsis and septic shock are medical emergencies. If you think you or someone in your care has one of these conditions, go straight to A&E or call 999.**



**CONFUSION OR  
DISORIENTATION**



**SHORTNESS OF BREATH**



**HIGH HEART RATE**



**FEVER, OR SHIVERING,  
OR FEELING VERY COLD**



**EXTREME PAIN OR  
DISCOMFORT**



**CLAMMY OR  
SWEATY SKIN**

## **Why is it so important to keep your GP appointment?**

**Every missed appointment is a waste of clinical time, which could be needed by patients who are very ill. If you cannot attend your appointment letting us know as early as possible allows us to give your appointment to another patient. Who may really need it. Please consider others and let us know if you can't make your appointment as soon as you can. You can do this by using the online facility.**



## **APPOINTMENTS NOT ATTENDED**

<b>Ashby Road</b>	<b>June 241</b>	<b>July 217</b>	<b>August 212</b>
<b>Detuyll Street</b>	<b>June 212</b>	<b>July 209</b>	<b>August 190</b>

## **Appointment Times**

**Please remember that your appointment time is 10 minutes. If you know that you need to see the doctor for more than one problem then please inform the receptionist of this when booking your appointment—it is becoming apparent that patients are having to wait longer for their appointment because some patients are taking longer than the allocated 10 minutes**



## **Health Checks**

**If you are 40-74 you may be eligible for a free NHS Health Check. This is to check if you are at risk of developing heart disease, type 2 diabetes, kidney disease and stroke.**

**This will include checking your height, weight, blood pressure and a simple blood test to measure your cholesterol level.**

**If you would like to arrange an appointment for your free NHS health check please contact the surgery to book an appointment, stating you want to book a health check.**

## **Coughing**

**Coughing is your body's way of clearing your air passages. When your throat is irritated by something you may get a dry or tickly cough.**

**What you can do yourself:**

**Suck a boiled sweet or sip hot honey and lemon drinks. This will give temporary relief.**

**Don't smoke. Avoid smoky rooms. (Avoid smoking near children).**

**Put your hands over your mouth when you cough, and tell your children to do the same. Cough up mucous if you can.**

**Use extra pillows at night. With babies and children raise the head of the bed or mattress by 4in (10cm).**

**Try a steam inhalation: breathe in steam from a bowl of hot water. For children make the bathroom steam and sit with them for 5 minutes. (The bathroom should be as steamy as a Turkish bath). Medicines for relieving symptoms are available from a pharmacy.**

**Contact your Doctor**

- **If you cough up mucous with blood in it.**
- **If your breathing is painful, wheezy, loud, or if you are short of breath.**
- **If your cough lasts more than 2 weeks**
- **If you have a high temperature and a cough, and this goes on for more than 5 days.**

## **CHILDREN**

**All the above reasons and:**

- **If your child is dribbling at the mouth and not swallowing**
- **If your child has a high temperature and a cough, and this goes on for more than 3 days**

**Contact your doctor immediately**

- **If you have problems with your breathing**
- **If your breathing is very fast and this makes you pant**
- **If you are panting and this makes you gasp for air**
- **If your breathing is painful**
- **If your child's breathing is very fast or the child is using a lot of effort to breathe**
- **If you notice that your child's lips are bluish in colour.**

## **How to get the most out of the NHS: Pharmacy First**

**Every week appointments with your GP are taken to discuss minor conditions. Advice and treatment for these problems can be obtained from your local pharmacy.**

**Freeing up appointments about warts, athletes foot and colds would allow your GP to spend more time tackling complex and challenging problems.**

**If you are suffering from one of the ailments listed below, you may not need to go to your GP for treatment. So instead of waiting for a GPs appointment, visit your local community pharmacy first. No appointment is necessary. The pharmacist will always offer advice and if appropriate they will supply a medicine from their formulary.**

**If the pharmacist considers supply of a medicine is appropriate then it will be free for patients who are eligible for free prescriptions (you will need to show proof of exemption).**

**Patients who have to pay for prescriptions will pay the current prescription charge. If the medicine costs less than the prescription charge, then the patient would be informed of this so they can purchase it instead.**

<b>Acne</b>	<b>Cystitis</b>	<b>Headache</b>	<b>Threadworm</b>
<b>Athlete's Foot</b>	<b>Diarrhoea</b>	<b>Indigestion</b>	<b>Toothache</b>
<b>Back Pain</b>	<b>Earache</b>	<b>Insect bite/stings</b>	<b>Thrush</b>
<b>Cold Sores</b>	<b>Ear wax</b>	<b>Mouth Ulcers</b>	<b>Sore Throat</b>
<b>Conjunctivitis</b>	<b>Fever</b>	<b>Nappy Rash</b>	<b>Scabies</b>
<b>Constipation</b>	<b>Haemorrhoids</b>	<b>Warts and Verrucae</b>	
<b>Contact Dermatitis</b>	<b>Hayfever &amp; Allergies</b>	<b>Sprains &amp; strains</b>	
<b>Coughs &amp; Colds</b>	<b>Head lice</b>	<b>Teething</b>	

**The following can be bought at a reasonable cost over the counter at retail pharmacies: antihistamines, chloramphenicol eye drops, aqueous cream, hydrocortisone, Doublebase, Medigel, Aveeno, Aciclovir Cream and Oilatum. Also Fybogel type products, Colpermin, Dioralyte sachets Mebeverine, Loperamide, Anusol Cream and suppositories and some thrush preparations.**



## **WiFi in the Waiting Room**



**We are in the process of making WiFi available to patients in our waiting rooms.**

**Please keep a look out for notices in the waiting areas which will let you know how you can access this**

### **Protected Time for Staff Training**

**The surgery will be closed on the following afternoons from 1pm for training:**

**Wednesday 12 September 2018**

**Wednesday 10 October 2018**

**Wednesday 14 November 2018**

**Wednesday 12 December 2018**

**If you need a doctor urgently between 1.00pm and 6.30pm please ring the surgery and you will be redirected appropriately. After 6.30pm please ring 111.**

**This is the NHS 111 service.**

### **Future Editions**

**If you have any suggestions regarding other information you would find useful in our newsletter please let us know. There are comment/suggestion cards available in reception or you can advise one of our receptionists who will pass your comments on.**

**We welcome comments and feedback from our patients on all aspects of the services we offer.**

## NUMBERS YOU MIGHT FIND USEFUL

**Adult Information Services (IAS)**

01724 296607

**Adult Social Services**

01724 297979

**Carer's Support Centre**

01652 650585

**Children's Services**

01724 296500

**Children's Services Out of Hours**

01724 296555

**Humberside Fire and Rescue**

01482 565333

**National Gas Emergency**

0800 111999

**NHS Urgent Care/NHS Choices**

111

**North Lincolnshire Council General Enquiries**

01724 297000

**North Lincolnshire Council Out of Hours Emergencies**

01724 276444

**Patient Advice and Liaison (Scunthorpe)**

01724 290132

**Police Non-Emergency**

101

**Samaritans**

01724 860000/

0845 790 9090 (24hrs)

**Scunthorpe General Hospital**

01724 282282

**Northern Powergrid**

0800 375 675

