



HAWTHORN MEDICAL PRACTICE *PATIENT NEWSLETTER*

Autumn 2018

FLU CLINICS

We've had the long hot summer, now it's time to prepare and prevent the winter flu bugs! Please note our 2018 flu clinics will be held:

Skegness surgery

Sat 22 nd September	9.30 – 12.30	No need to book, just turn up
Sat 13 th October	9.30 – 12.30	No need to book, just turn up
Saturday, 3 rd November	9.30 – 12.30	No need to book, just turn up

Burgh Surgery

Wed 3 rd October	9.00 – 12.00	Booking required
	2.00 – 4.30	Booking required

ARE YOU A CARER?

Do you look after a relative or friend who, due to frailty, physical or mental illness, addiction or disability, cannot manage without your support? If so, you are a carer and you may want to talk to someone about your caring role and any support needs you may have. Many see their caring role as part of their family relationships and do not see themselves as a 'carer' until they reach crisis point, missing out on the information and advice that is available.

You can contact the Lincolnshire Carers Service to talk to someone about your caring role. We will listen to you and support you. They aim to help you improve your health and well being and get the balance right in your life again. They can help with:

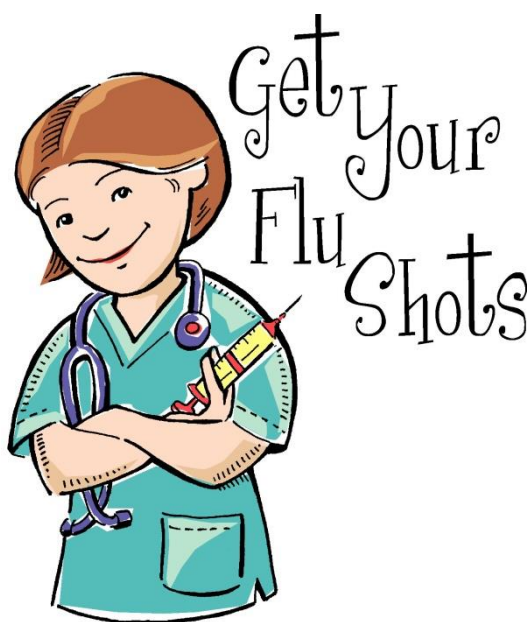
- Recognising and valuing the role you have
- Opportunities to talk in detail about the role and how you feel
- Information and advice, including who else can help you
- Eligibility for benefits and financial support
- Support to access a break or help around the home

These are just a few of the things Lincolnshire Carers Service can help with. Contact them on **01522 782224** (available Mon-Fri 8.00 am – 6.00 pm) or email CarersService@lincolnshire.gov.uk

Let us know if you care for someone and we'll update our records. Don't struggle alone or be too proud to ask for help.

It's who I am and who I'm meant to be

I really do enjoy my job, despite the grief it brings me
For my job is not so easy - I'm front-line staff you see
I like to help and try to solve each problem I am given
Patients are my main concern and so I'm very driven
Despite the anger, unkind words and harshness I've received
Just because I don't retaliate, please don't be deceived
I follow Doctor's orders, do the job I'm trained to do
Please remember I am human and I have feelings too
You may not always understand or agree with questions asked
But that's my job, it's as it is – it's the job with which I'm tasked
I don't question my instructions; I follow them to the letter
Regardless of your thoughts of me, I want patients to get better!



Patient Consent

In order for us to comply with the new General Data Protection Regulations (GDPR) we must obtain patient consent to leave messages on your phone, to send text reminders about appointments and a variety of medical procedures.

In the first instance we are trying to obtain consents for leaving messages and sending texts and also inviting you to subscribe to SystemOnline whereby you can book and cancel appointments, order prescriptions etc.

Attached to this newsletter is a copy of our consent form, we would appreciate it if you could complete it and bring it to the surgery with a form of ID.

ARE YOU COSTING THE NHS MONEY UNNECESSARILY?

We are extraordinarily lucky in this country to have a health service – it's not infallible, no organization ever is – but we don't truly appreciate something until it's gone. There is no doubt the NHS is strapped for cash and this is where you can help. Do you have crutches or wheelchairs in your garage that are no longer required? Do you stock up on prescription drugs, to keep them in your cupboard "just in case" but then throw them away when they're out of date? Are you costing the NHS money? See for yourself

- ***Patients not returning wheelchairs and crutches reportedly costs the NHS £18m every year***
- ***Unused prescription medicines cost the NHS an estimated £300million every year – this could pay for***
 - 11,778 community nurses
 - 80,906 hip replacements
 - 19,799 drug treatment courses for breast cancer
 - 300,000 drug treatment courses for Alzheimer's
 - 312,175 cataract operations.

This is roughly how the figures are broken down: an estimated **£110 million** worth of medicine returned to pharmacies, **£90 million** worth of unused prescriptions being stored in homes and **£50 million** worth of medicines disposed of by care homes

What can you do to help?

- When you are loaned equipment, ask about its return and make sure you do so as soon as practicably possible – there is always a patient in need.
- Let your GP or pharmacist know if you've stopped taking any of your medicines.
- Check which medicines you still have at home before re-ordering.
- Think carefully before ticking all the boxes on your repeat prescription forms and only tick those you really need.
- If you don't need the medicine please don't order it! If you need the medicine in the future you can still request it.
- If you need to go into hospital, please remember to take all your medicines with you in a clearly marked bag.

Remember that your medicines are prescribed only for you; it's not safe to share them with anyone else. By all means return unwanted medications to the Pharmacy – it's the safest way to dispose of them - but please remember even if it isn't opened or used – it can't be reused for another person and will always be destroyed.

Do your best to help save the NHS money – as the advert says, every little helps! Spread the word!

FRAUD IS ON THE INCREASE! - BE CAREFUL NOT TO BECOME A VICTIM

We are constantly being made aware of email scams purporting to be from Netflix/Amazon/Linkedin and numerous telephone scams. All of these sound very plausible, cleverly written/spoken to make you feel it is genuine – 99.5% are fraudulent!

If you receive any email or call asking you to either follow a link or provide your bank details, passwords etc **IGNORE THEM**. The best and safest thing you can do is contact your bank and inform them of the information that's been sent to you.

Under no circumstances must you provide your account number, pin number or password to anyone!

CCG Listening Clinic

Hawthorn Medical Practice, Hawthorn Road, Skegness, PE25 3TD

Monday, 29 October 2018 - 9.00 am — 11.00 am

Come along to our informal and friendly Listening Clinic and share your views on your local health services

Lincolnshire East CCG is responsible for the planning, purchasing and quality monitoring (Commissioning) of healthcare services for over 240,000 people living within Boston, East Lindsey, Skegness and Coast

If you are not able to attend but would still like to leave feedback, please contact Nikki Pepper on Tel: 01522 515309 or email Public.Engagement@LincolnshireEastCCG.nhs.uk

Alternatively, please complete our on-line survey:-

<https://www.surveymonkey.co.uk/r/HawthornMedicalPractice>



GP NUMBERS CONTINUE TO FALL DESPITE GOVERNMENT PROMISES

Latest official figures from NHS Digital shows a further reduction in full-time equivalent GP posts of 157 between December 2017 and March 2018. Since September 2015 the number of GPs has fallen by more than 1,400 and the number of GP Trainees (GP Registrars) has reduced by 200 over the same period.

GP leaders have called for urgent action to tackle the problem, as reduced numbers of GPs struggle to deliver the care that patients need, despite their best efforts. This in turn impacts on the sustainability of the wider NHS and the ability of the workforce to make the necessary changes to help improve healthcare provision.

At Hawthorn Medical Practice we are always striving to provide a good quality and friendly family service. However, we feel that patients should be aware of what is happening in the wider political context of General Practice as, unfortunately, such external constraints can sometimes have a significant bearing on what we are able to reasonably achieve within our Practice.

This is why, in line with new official NHS guidance, we try to provide patient education and encourage all our patients to look after themselves, eat healthily and exercise, self-refer and use severely strained NHS services appropriately for the benefit of all.

Are we just putting you off from seeing us? Absolutely not! We simply ask that, before booking an appointment, you simply stop and think "do I need to see someone?" "Can I self-care or can another professional help (i.e. Pharmacist). By asking yourself these questions, you help us to help you get better.