



HAWTHORN MEDICAL PRACTICE

PATIENT NEWSLETTER

Spring 2023

Welcome to our quarterly Newsletter, where we will let you know of any Practice updates and wider Primary Care messages and announcements. Your feedback on the newsletter is welcomed and we would be delighted to hear any ideas and content you would like to see in any future editions. **Please give us your feedback on any Practice subject, comments & ideas to e-mail leccg.reception.hawthornmp@nhs.net**

As you may all be aware, During January and February we have been conducting a Patient Survey



In total we received 116 surveys from patients recently seen at the Practice over a 6-week period.

The results are as follows: -

77% of patients said the Receptionists were helpful

81% of patients said they were treated with care and concern

83% of patients said the clinician listened and understood

77% of patients said their needs were met

84% said the overall experience at the Practice was good/very good

This shows improvements have been made since the National Patient Survey was carried out early 2022 [Patient Experience \(gp-patient.co.uk\)](http://Patient Experience (gp-patient.co.uk))

The Doctors & staff at the Practice will meet to discuss survey results, we will produce an action plan which will be shared with the Patient Group.

NHS Prescription Charges

This year the prescription charge will increase on 1st April by 30 pence from £9.35 to £9.65 for each medicine or appliance dispensed. The cost of prescription pre-payment certificates (PPCs) will also be increased: 3-month PPC increases by £1 to £31.25 and 12-month PPC increases by £3.50 to £111.60. The recently introduced HRT PPC will cost £19.30.

Save Time – Do it on-line

Did you know the quickest, easiest, and safest way to order your prescription is on-line You don't have to wait for the surgery to be open to order on-line, you can do it 24 hours, 7 days a week. Your prescription can still be sent to a pharmacy for collection. Setting up on-line access is quick and simple, just pop into the surgery, Skegness, or Burgh with proof of ID and we will process your application.

Or you can Use your NHS account

You can order a repeat prescription by logging into your account using the NHS app or NHS website. If you're asked to nominate a pharmacy, you can only nominate a high street pharmacy. You'll be able to collect your medicine in person when it's ready. Some high street pharmacies also deliver.

[How to order a repeat prescription - NHS \(www.nhs.uk\)](http://www.nhs.uk)

WEIGHT LOSS – DID YOU KNOW

- Each pound of weight loss can reduce the load on the knee joint by 4 pounds. Lose 10 pounds, and that's 40 fewer pounds per step that your knees must support. The results add up quickly. Less pressure means less wear and tear on the knees, resulting in less pain
- Losing even 10 pounds can lower your blood pressure—and losing weight has the biggest effect on those who are overweight and already have hypertension. Being overweight or obese increases your chances of developing high blood cholesterol and diabetes—two more risk factors for heart disease.
- If you are obese, you can reduce your risk of developing diabetes by eating a low-fat, low-sugar diet and exercising regularly. If you can lose 5-10 percent of your body weight, you will lower your risk of developing diabetes by 58 percent!!!
- You don't have to join a weight loss club to lose weight. **Download the NHS weight loss guide – a free 12-week diet and exercise plan.** The plan, which has been downloaded more than 4 million times, is designed to help you lose weight safely – and keep it off.

The benefits of weight loss far outweigh (no pun intended!) the cheap burger and chips, the tasty bar of chocolate, the 3 pints of beer – these last only minutes but weight loss can provide a longer and healthier life, pain free days, less medication, finding clothes that fit 😊

Get the whole family on board – you'll be doing them a favour and providing your children with life skills for the future. Lots of tasty, inexpensive but healthy meals can be found on the internet. Use technology to give you a new lease of life!!

[Lose weight - Better Health - NHS \(www.nhs.uk\)](http://www.nhs.uk)

[Eat Well, Lose Weight | Healthy Lifestyle Service | One You Lincolnshire](#)



Why does the receptionist need to ask what is wrong with me!???

A receptionist connects the patient with the most appropriate service for their needs

- It is important you see the Clinician best able to help your needs.
 - We have GP's Nurse Practitioners & Practice Nurses
 - The GPs have asked Receptionist Staff to ask certain questions to help with the smooth running of the clinics
- It helps us to allocate appointments correctly and ensure appointments are not wasted.
 - The GP can then have your records open ready for your appointment and he/she will know if the problem is a new one or a follow up
 - **If you would feel more comfortable, you could always hand a note to the Receptionist, that way you don't have to discuss your symptoms at the front desk.**

Mask Wearing Update

Due to the number of Covid -19 cases, we would ask that patients still wear a mask when attending the Practice. We would also ask for patients to kindly always maintain 1 metre distance – we appreciate your co-operation.

