



Newsletter Winter 2018

Appointment System

Since January this year, Leighton Road Surgery experienced an increase in incidents where over 300 patients per month failed to attend for their appointment. This prompted the Surgery to change its appointment system whereby each patient was given a telephone appointment with a doctor. This enabled the doctor to either treat the patient over the telephone, direct them to another appropriate service such as a pharmacy or to arrange for them to attend a face to face appointment later that day.

The new system enabled the Surgery to treat more patients than the traditional appointment system. There was also a decrease in the numbers who failed to attend appointments.

The Surgery took on-board the feedback received and reverted back to a more traditional appointment system whereby patients may choose to either receive a telephone call or see the doctor face to face. THIS WILL MEAN a reduction in the number of appointments available each day as a face to face consultation takes longer than a telephone consultation.

The number of patients who fail to attend appointments has increased since reverting to the traditional system. Some arranged at the time of a consultation by the doctor.

There is no one system which will satisfy everyone.

Abuse of Staff

The abuse on Facebook, as well as in person, to the staff is completely undefendable. Every person has the right to go to work and not be shouted at and attacked with a diatribe of foul language in person, on social media or outside of work in their leisure time. We do not think it is acceptable for staff to be shouted at and have offensive, hurtful things said to them, e.g. "If you have children, I hope they get sick."

The people who complain on social media should take up their complaint with the Surgery in a

reasoned manner before taking to social media, or the press. Complaints should contain accurate information to allow the Surgery to investigate the issues.

Information on zero tolerance can be found at

<https://www.leightonroadsurgery.co.uk/practice-information/zero-tolerance/>

Touchscreen Check-in

You can help the surgery by using the touchscreen to check-in for your appointment. This reduces queues at reception and allows the receptionists to deal with other issues

Christmas and New Year Opening Hours

Day	Time
Thurs 20 th Dec	Normal hours
Fri 21 st Dec	Normal hours
Sat 22 nd Dec	CLOSED
Sun 23 rd Dec	CLOSED
Mon 24 th Dec	Normal hours
Tues 25 th Dec	CLOSED
Wed 26 th Dec	CLOSED
Thurs 27 th Dec	Normal hours inc. late night opening
Fri 28 th Dec	Normal hours
Sat 29 th Dec	CLOSED
Sun 30 th Dec	CLOSED
Mon 31 st Dec	Normal hours
Tues 1 st Jan	CLOSED
Tues 2 nd Jan	Normal hours inc. late night opening

Make good use of your pharmacy

Did you know that pharmacists are trained and have expertise in managing minor illnesses and the safe use of medicines? They have rooms where you can have a private consultation and you don't need an

appointment. You can also access the following services at the specified pharmacies.

Boots: Screening for hypertension and atrial fibrillation if you are over 40, have NOT had a blood pressure check in the last 6 months and have NOT already been diagnosed with high blood pressure, diabetes, kidney disease or heart problems. If they find high BP, you will be offered a monitor to take home to monitor and record your blood pressure for a week. You then go back to Boots with the results. If your BP is very high, then they will refer you on straight away to your GP.

Rosehill: Free emergency contraception for over 16s.

Touchwood and Lloyds: Test for sore throats to see if you need antibiotics. There is a charge for this.

By using the expertise of a pharmacist, you can eliminate having to try to book an appointment with a nurse or GP and eliminate having to wait to be seen.

Flu Jabs

There has been a national shortage of flu vaccines. Some supplies are now being delivered to the Surgery. If you require a flu jab, please call the Surgery to arrange appointment.

Help the NHS to help you this winter

Winter check list

- Check your home medicines cabinet – is everything in date? Restock with essentials including cold remedies, pain killers.
- Ensure that you or your family or friend have enough supplies of regular medication to last over Christmas and New Year
- If you or someone you look after is in an at-risk group don't forget to book a flu vaccination
- Look out for any vulnerable friends and neighbours – what could you do to help them? Are there any hazards in their homes? Do their slippers need replacing? The Ambulance Service attend falls to older and vulnerable people all year round
- Wear appropriate shoes when outside especially during icy weather. The NHS typically see an increase to slips and trips during colder spells
- Heat homes to at least 18C (65F). You might prefer your main living room to be slightly warmer
- Keep active when you're indoors. Try not to sit still for more than an hour or so
- Wear several layers of light clothes. They trap warm air better than one bulky layer

For further information on how to protect yourself and others this winter please visit the NHS Staywell website at

<https://www.nhs.uk/staywell/#ugXZbirw4X40krXl.97>

Systmonline

Systmonline is a tool which allows you to access your patient record. It is accessed at <https://systmonline.tpp-uk.com/Login> using a password provided by the Surgery.

Most people use it to order their medication. The following chart shows what else you can do. You can now ask the surgery to give you access to your full patient record.

Information on how to access to medical records can be found at

<https://www.leightonroadsurgery.co.uk/practice-information/access-to-medical-records/>

Note: Grey links represent features which have been disabled by Leighton Road Surgery

Your Appointments

Book Appointment
Future Appointments
Past Appointments

Your Medication

Request Medication
Outstanding Prescription Requests
Change Pharmacy

Your Records

Patient Record
Summary Patient Record
Childhood Vaccinations
View Test Results
Record Audit
Questionnaires
Manage Sharing Rules
Sharing Requests
Consent to Share Settings

Your Account

Messages
Change Contact Details
Change Password
Manage Online Services
Manage Account Users
Link Account
Reset Account
Account Information
Online Usage Audit

You can download the Systmonline app from the Apple Store or Google Play to use on your smartphone.

Feedback on the Newsletter

We would like to hear your feedback on the newsletter. Do you find it useful or informative? Is there something you would like us to cover in future? If so,

Email us with your comments or a request to receive the Newsletter by Email to lrspatientrep@nhs.net or leave a note for the PPG at reception.