

The CSPPG Newsletter

Issue **Summer 2017**

Contacts

Surgery 01453 843893

Dispensary 01453 844748

Out of Hours 111

Or www.culverhaysurgery.com



Surgery Opening Times

| | |
|---------|-----------------|
| Mon | 8:00am – 8:00pm |
| Tues | 8:00am – 6:00pm |
| Weds | 8:00am – 1:00pm |
| Thurs | 8:00am – 6:00pm |
| Friday | 8:00am – 6:00pm |
| Weekend | Closed |

We're Having a Face Lift

We are delighted to announce that building work will be starting at the surgery on 7th August. We have been successful in our bid to secure some funding which will enable us to renovate the inside of the surgery. This will include:

- An additional consulting room, increasing from 4 to 5
- New reception desk, and reception back office
- New front entrance with automatic doors
- Additional lighting in the car park
- New training room in the roof space above the waiting room
- General update and decoration

The work will take place over 6 months from August 2017 – February 2018. We will be open as usual during this time, but obviously there will be some disruption to patients, visitors and to us!

The first phase of work includes the new front entrance and reception area. This is the biggest and most disruptive phase and will take approximately 3 months to complete. During this time patients will be directed to enter and exit the building via the side entrance (currently the staff entrance). We will have a much smaller temporary reception and waiting area during this time.

We are really excited about the work, and look forward to a much improved surgery building. Please bear with us during this time, we will do our best to continue operating as best we can.

Further details, and copies of the plans can be found on our website www.culverhaysurgery.com or there is a display in the foyer at the surgery (until 7th August).

Caroline Pearmain
Practice Manager



Did Not Attend

Here at Culverhay Surgery we pride ourselves on appointments availability and when patients need to be seen urgently on the day we will

always try to do our best to accommodate.

It is therefore frustrating when patients do not attend appointments they have either pre-booked or indeed booked on the same day.

Over a 3 month period from Feb 17 to April 17 there were 181 such DNA's with the GP'S and nurses. This equates to 36 hours of missed appointments that other patients could have used. Patient non-attendance at a booked appointment adversely impacts on practice staff and its patients in the following manner:

1. The 'Did not attend' (DNA) patient takes the appointment slot of another patient who could have attended. The effect of this is an increase in the waiting time for appointments.
2. The time and personnel required to follow up and rebook DNA patients diverts practice staff from other duties and is therefore a waste of resources.

DNA's increase costs, reduce efficiency of clinics, increase the mismatch between demand and capacity and decrease practice productivity.

So a polite request, if you cannot attend your appointment or simply no longer need it please call and let us know so someone else can be seen.

Thank You

Claire Bennett (Reception)

Immunisations

As soon as babies are born they come into contact with, and cope with, thousands of bacteria and viruses

- Immunisation courses help a child's immune system to fight disease. Bacteria and viruses in vaccines are weakened or killed.
- There is no scientific evidence to suggest that vaccines weaken the immune system.
- The vaccines given during the first year of a baby's life are tiny compared to the thousands of wild bacteria and viruses a baby comes into contact with during that time.
- If eleven vaccines were to be given at the same time it would be 0.1% of the immune system.

There will always be some people who can't be immunised for medical reasons. They may be too young, have medical conditions or rarely vaccines may not work. These people rely on herd immunity to protect them from diseases.

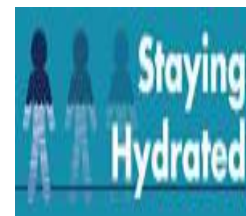
The immunisation programme has been very successful:-

| | |
|--|---------------|
| Pre vaccination in 1942 diphtheria cases were | 50,804 |
| Post vaccination in 2014 diphtheria cases were | 1 |
| | 99% reduction |
| Pre vaccination 1967 measles cases were | 460,407 |
| Post vaccination 2014 measles cases were | 130 |
| | 99% reduction |



Let's not forget how serious these diseases are -
IMMUNISE

Hydration in Later Life



The older person may at some time experience problems with eating and drinking. Eating a healthy, balanced diet is essential to help maintain physical health and mental wellbeing. A healthy diet is likely to improve a person's quality of life. Not eating enough can lead to weight loss and other problems including fatigue, high-risk of infection and less muscle strength. The sensation of thirst changes as people get older, which can sometimes mean the person isn't aware they're thirsty. The person should be encouraged to drink throughout the day. The recommended minimum daily requirement is 1.5-2 litres a day but that includes tea, coffee, soft drinks and liquid in food. It does not all need to be water, and requirements will be higher in warm weather.

There are many reasons why a person loses interest in food and drink:

Difficulties cooking
Problems with communicating or recognising hunger
Poor co-ordination
Getting tired more easily
Difficulties with chewing and swallowing
Concentration
If the person is losing weight, speak to the GP. They can refer the person to a dietitian.

Signs of to look for:

Depression, tiredness, pain, constipation, medication, lack of physical interest and extreme changes in temperature.

Tips:

Offer a selection of drinks, i.e. ice lollies, milkshakes, smoothies
Use eating and drinking as an opportunity for activity and social stimulation.
If the person refuses food, try again a bit later
Don't stop someone eating dessert if they haven't eaten their savoury meal. They may prefer the taste of a dessert. Ice-cream or custard is a good alternative.
Use a clear glass so the person can see what's inside, or a brightly coloured cup to draw attention.

Doctors' Surgeries

| | | | |
|----------|------------------|---|---------------|
| Monday | 9:00am – 11:00am | & | 4:30 – 6:00pm |
| Tuesday | 9:00am – 11:00am | & | 4:30 – 6:00pm |
| Wed | 9:00am – 11:00am | | |
| Thursday | 9:00am – 11:00am | & | 4:30 – 6:00pm |
| Friday | 9:00am – 11:00am | & | 4:30 – 6:00pm |
| Weekend | Closed | | |

Nurses' Surgeries

| | | | |
|----------|------------------|---|-----------------|
| Monday | 8:30am – 1:00pm | & | 1:30pm – 7:30pm |
| Tuesday | 8:30am – 12:45pm | & | 3:30pm – 5:15pm |
| Wed | 8:30am – 12:00pm | | |
| Thursday | 8:30am – 1:00pm | & | 1:30pm – 5:15pm |
| Friday | 8:30am – 12:00pm | & | 1:30pm – 2:00pm |
| Weekend | Closed | | |

The dispensary is open Monday to Friday between 09:00 - 13:00 and 15:00 - 18:00 **with the exception of Wednesday** when it is closed from 13:00 onwards