



Thornfield  
Medical  
Group

## Practice Newsletter October 2019

### DNA (Did not attend)

Between 1st and 25<sup>th</sup> September 2019  
4,003 people attended for appointments at  
Thornfield medical Group.

However a total of 247 people did not attend  
their appointments. This is equal to 42 hours  
of clinical time!

If you cannot attend your appointment please  
let us know so that we may offer your  
appointment to someone who needs it.

You can cancel your appointment by calling  
our 24 hour cancellation line on 0191  
2755740, by texting the word "CANCEL"  
when you receive your text reminder or by  
signing up for our online services.

If you wish to sign up for our online services  
please speak to a member of staff.

### Goodbye Dr Kuttath and Dr Martin!

At the end of last month Dr Vijayasree Kuttath  
sadly left the practice after 3 years with  
Thornfield Medical Group, having previously  
worked at Falcon Medical Group before the  
practices merged in 2016.

Dr Kuttath has been an absolute pleasure to  
work with these few years and will be dearly  
missed by both staff and patients alike, she  
will be coming in over the next couple of  
months as a locum doctor until she makes the  
big move, but we would like to wish her the  
very best of luck in bonny Scotland!

We will also this month be saying goodbye to  
Dr Ian Martin, who although has only been  
part of Team Thornfield for just over a year,  
has become a very popular member of staff  
among our patients and will be a big miss  
from the practice.



Good luck Dr Martin!



### **PRACTICE CLOSURES 2019**

Wednesday 16 <sup>th</sup> October	Closed for staff training from 12PM – 6PM
Wednesday 20 <sup>th</sup> November	Closed for staff training from 12PM-6PM
Wednesday 25 <sup>th</sup> December (Christmas day)	Closed all day
Thursday 26 <sup>th</sup> December (Boxing day)	Closed all day
<u>Every</u> Thursday	From 12PM-1:30PM

### Good luck Dr White!

We would very much like to wish Dr Rosalind  
White the very best of luck as she leaves us  
this month to start her maternity leave.  
We cannot wait to meet her new little one and  
look forward to her return to work in 2020!



## Congratulations!

We are delighted to announce that our lovely receptionist Stacey has tied the knot!

Congratulations to the new Mrs W!



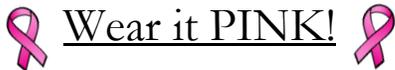
Flu vaccines are now available from the surgery!

On Tuesday 10<sup>th</sup> September we held our first flu clinic for our over 65 patients and vaccinated 630 people!

Flu has the potential to be very serious so it is important for people with long term conditions and people over the age of 65 to be vaccinated against it.

As flu vaccines are not just designed to protect yourself, but also those around you, you may also be entitled to a flu vaccine on the NHS if you are a carer.

If you are not sure if you are entitled to a free flu vaccination please speak to a member of staff who will gladly look into this for you.



On **Friday 18<sup>th</sup> October** Thornfield Medical Group will be supporting breast cancer awareness month through Wear it Pink Day!

On this day you will see our staff donning their very best shades of pink and we will also be holding tombola in the waiting room!

Please feel free to pop along, join in, and donate to a very worthy cause!

## Did you know?

In order to improve patient experience at the practice we have introduced the "Duty Team" for any acute issues you may have. This team consists of two advanced nurse practitioners, a paramedic practitioner, and a mental health practitioner all with the cover of an on-call GP.

These individuals are highly experienced in dealing with acute medical needs.

The Duty Team cover our on the day appointments which are released at 8:30 each morning.

Having this team available has not only opened up more acute appointments for on the day issues, but has also allowed us to make more GP appointments available in advance.

## Welcome new doctors!

Last month we welcomed Dr I Emeronye, Dr L Doyle and Dr J Lamberth to the practice.

Dr L Doyle joins us as a junior Dr in her second year of the Foundation programme and is gaining experience working in a GP setting.

Dr I Emronye and Dr L Doyle join us under the General Practice Specialty Training Programme, having completed their foundation programme and are entering the world of general practice.

They will all be with us for the next few months and we hope they feel welcome and enjoy their time with Team Thornfield!



# HELP US HELP YOU

STAY WELL THIS WINTER



## We spoke to practice partners Dr R Gray and Dr C Watson to ask their advice on what you can do to stay well this winter

### What should I do if I have cold or flu symptoms?

When suffering from cold and flu you should stay warm and well rested, and take regular paracetamol or other cold/flu remedies which can be bought over the counter at your local pharmacy.

If you have a cough you should drink warm fluids with lemon and honey, and sleep slightly elevated in bed.

You can call NHS 111 for free, 24 hours a day, seven days a week, 365 days a year



NHS

GP surgery closed? Need urgent medical advice?  
Not sure what to do? Make the right call



### When should I see my GP?

You should seek medical advice if you have a cough or cold/flu symptoms (which have shown no improvement overall) for 3 weeks or more.

If your symptoms suddenly worsen (for example your temperature rises or you have difficulty breathing), if you have a weakened immune system or if you are pregnant.

If you are ever unsure, you can contact 111 for free 24/7 for advice.

### I have been unwell for a few weeks with cold and flu, should I see my GP?

With any viral infection fever lasts typically for up to 5 days, this is the time that we will feel most unwell with headaches, ear and throat pain, and fever, during this time regular paracetamol is advised.

After this initial period symptoms of cough and cold may then start. You do not need to see your doctor if your cold persists for 3 weeks or more so long as it is gradually getting better overall.

Viral coughs can last up to 2-3 weeks, if your cough has persisted for longer than this you should seek medical advice. If however your cough is causing difficulty breathing (particularly if you have a respiratory illness) it is very important you seek medical advice sooner.



For any further information on how to stay well this winter visit:

[www.nhs.uk/staywell](http://www.nhs.uk/staywell)



## Butterfly Campaign

Are you a female patient aged between 25 and 64?

If so please ask at reception about the butterfly campaign!

It could save your life!



## Why should I buy my medication over the counter?



The NHS currently spends around £136 million a year on prescriptions for medicines that can be bought from a pharmacy or supermarket, such as paracetamol.

For this reason you may be asked to buy some medications, rather than using NHS funds.

By cutting down on prescription costs the NHS can distribute these funds to give treatments to patients with more serious conditions.

For reference, 32 Paracetamol 500mg tablets would cost the NHS £0.82, but can be bought from local pharmacies and supermarkets for between £0.50 and £0.80.

This may not seem like much, but given more than 21,740,000 prescriptions for paracetamol were issued in 2017, this certainly adds up.

Please think about where you would be without your NHS and what you can do to help keep it going.



After the success of last year we have decided once again to collect coats and other winter items for those who need them.

If you have any clean and good condition winter clothes you no longer want or need please feel free to drop them into the surgery!

Alternatively if you are in need of winter clothing we please come in and help yourself, we ask that you take only what you need.

We would also like to thank everyone who participated last year, we were overwhelmed by the generosity of our wonderful patients!

## Why does the receptionist ask me why I need to see a GP?

Over the last year we have trained all of our Admin and Reception team to be Care navigators.

This is a recognised role within the NHS and means the individual has been trained to ask certain questions to ensure you receive the most appropriate care for your medical problem, this may include signposting to other services such as physio, dentist or pharmacy.

As members of the practice team all our care navigation staff are bound by the same strict rules of confidentiality as our GP and nursing staff.

Our care navigation staff are here to help you, we appreciate that sometimes you may not wish to disclose the reason for your visit, this will of course be respected, but we do ask that you treat them with the same respect and dignity you would expect in return.



