

KELSALL MEDICAL CENTRE NEWSLETTER

May 2012

NEWS UPDATES AT THE PRACTICE

Liz Guest –Practice Manager is currently on long term sickness leave, we all send best wishes and wish her a very speedy recovery.



PATIENT PARTICIPATION GROUP

Members of the group should be registered patients of the practice.

This was started for the following reasons

- A format that encourages people to engage with the NHS, at the same time as engaging in their own health care.
- Contribute to service development and decision making
- Help with patient surveys, and discuss results
- They can provide practical support for the practice.
- They can contribute to the continuous improvement of services
- Lobby local organisations, patients etc.
- Health awareness events i.e. walking/cycling/swimming/knitting/reading group
- Provide services/facilities in the surgery i.e. resource library, health promotion information (where space allows)
- Patient participation/reference groups were developed as a way to extend patient involvement.



The next meeting date is May 11th.

Details of the last two meetings are on our website www.kelsallmedicalcentre.org.uk

If you would like to join the group please let us have your name, address, phone number and email address and hand to reception or E-mail your details to info@kelsallmedicalcentre.org.uk & someone from the practice will contact you.

To help give you an insight into some of jobs that are undertaken at the practice we thought we would run a series of :- “A DAY IN THE LIFE OF.....”

Janis Lawless our Practice nurse has very kindly taken time out of her extraordinarily busy day to give you a ‘snapshot’ of how her working day may run.

SNAPSHOT..... . “A DAY IN THE LIFE OF” OUR PRACTICE NURSE

I can honestly say there is no ‘typical’ working day for me as a Practice Nurse, however I will try to outline how the majority of my working days go.

My working day tends to start with picking up post from the previous day, logging on to my computer, sterilizing the ear irrigation machine, checking & recording the fridge temperature and preparing my work environment for the morning’s patients.

From the time I will see my first patient of the day up until lunchtime I will see individual patients for a variety of reasons, including, (off the top of my head), Diabetes, Asthma, Chronic obstructive airways, Diabetes & Coronary heart Reviews, Ear irrigations, ECGs, Cervical Smears, Travel Vaccinations, Baby Immunizations, Blood tests, Dietary advice, Blood pressure checks- to name but a few! Patients with certain conditions – e.g . having no spleen, having a history of severe allergic reactions, also need to be seen to ensure their back up treatments are up to date. Patients travelling far and wide have many health issues that need addressing, not just travel immunizations. I have a particular interest in travel health- the surgery is a registered Yellow Fever Centre which means we see patients from other practices for this vaccine if it is indicated.

In addition to pre-booked appointments I am frequently called upon to act as chaperone for the Doctors and also to carry out any urgently requested tests or investigations any of their patients may need. During the course of the morning, the ever- busy receptionists are so good to make me a cup of tea when they can, my ambition is to finish one when it’s hot!

Lunch time involves reading & replying to emails, placing equipment, vaccine & general stock orders and also testing any urine samples that have been dropped off by patients during the morning. I also try to ring any patients who have requested calls for a specific reason or who I am monitoring on a regular basis over the ‘phone’.

It is also time to liaise with the Practice Manager, Doctors, prescription management, dispensary, administration and secretarial staff, along with the receptionists.....mustn’t forget to eat my lunch either !

Afternoon appointments are very similar to mornings, the day ends with a much needed clean and clear-up, along with stocking up of equipment likely to be needed by myself or my colleagues the following day.

My days are always busy but my work is enjoyable and rewarding -on the whole! I rarely leave work on time, mainly in the hope that if I am late arriving home the family will have thoughtfully prepared our evening meal.

Janis Lawless SRN, RSCN, B.SC. (HONS)
Practice Nurse/Nurse Practitioner.

BOOKING AN APPOINTMENT

All appointments can be made by phoning the surgery. If you need to book a follow up appointment after an initial consultation with the doctor do it while you are in the surgery.

Morning appointments with a Doctor are booked on the day from 8am when the phone lines open. However the first 4 early morning appointment can be booked by ringing at 5.30pm the night before so giving you enough time to get to the surgery. There are at least 32 appointments every morning. They should be for more acute problems rather than reviews.

Evening appointments with a Doctor can be booked up to 2 months in advance. We do get cancellations so there maybe appointments available on the day. There are at least 10 appointments per doctor at night.

If you need an appointment and we can not oblige, be prepared to tell us a bit about your reasons and we will be able to ask the doctors if they can fit you in.

Nurse & Phlebotomy appointments can be booked up to 2 months in advance.

Extended Hours Service

Routine nurse or doctors appointment are available in Helsby, Tattenhall Chester or Ellesmere Port, Monday to Friday 6.30pm to 8pm or Saturday 10am to 12noon by phoning 01244 385422 The outcome of the appointment will be sent back to our surgery to maintain your medical records.



TELEPHONE CONSULTATIONS

If you wish to speak to a doctor the receptionists will take your details and a little information about what you wish to discuss with the doctor and a doctor will contact you later in the day.

HOME VISITS

If you are too ill to come to the surgery or for someone to bring you to the surgery a visit to your home can be requested by ringing the surgery as early as possible. You must explain your problem exactly so the doctor has an idea of your problem. The doctor may ring you before he visits. All routine visits are done in the afternoon.



WEBSITE

The new website, launched in February can still be found at the same address.

www.kelsallmedicalcentre.org.uk

Please take a look and let us know what you think. Hopefully you will find it informative and easy to use.