

KING CROSS PRACTICE

NEWSLETTER Winter 2015/16



SEASONAL HEALTH

Cough, Colds & Sore throats

These are usually viral conditions which antibiotics will not cure and which will normally resolve in 2 weeks. The doctors' advice is to treat the symptoms – fever, headache, tiredness and



general aches, using over the counter paracetamol, drink lots of fluids, eat well and rest. Your body will need time and help to fight the virus. If your symptoms worsen significantly, please call us.

ANTIBIOTICS

Many still believe that antibiotics are the answer to coughs and colds and expect to receive a prescription for viral illnesses. They are not. If the GP explains that you have a viral infection you will **NOT** be prescribed antibiotics. Our leaflet **How To Manage Common Illnesses At Home** is available in the surgery or view it on our website www.kingcrosssurgery.co.uk.



PNEUMONIA VACCINE

A once only vaccination is available to all patients aged 65 and over and to patients who fall into a chronic disease group. If you think you may be eligible for a vaccine, please speak to a member of the nursing team.

WINTER SUN – FOREIGN HOLIDAYS



It is the responsibility of the individual traveller to complete our Travel Risk Assessment Form for the nurses to find out what travel vaccines are required. Ideally, travel vaccines should be given at least 1

month before travel and no later than 2 weeks before travel for them to have the necessary protective effect.

You must make your enquiry in enough time ideally **6-8 weeks before departure**. If a holiday is booked as a last minute deal it is not the responsibility of the surgery to give travel vaccines if there are no routine appointments available with the practice nurse. This form and information can be downloaded from our practice website www.kingcrosssurgery.co.uk and handed in at reception.

DID YOU ATTEND YOUR LAST APPOINTMENT?

Let us know if you CAN'T make your appointment – our GPs could have seen 567 more patients to 31 October instead of wasting the appointment – that's **41 GP clinics!!!!**

FLU VACCINATIONS

It's not too late to have your flu vaccination if you're eligible!

Speak to a Service Advisor to book your appointment TODAY.



Most adults will recover from flu by treating the symptoms, as for colds. GP advice may be needed for the elderly and young children if symptoms do not improve.

REMEMBER TO PROTECT YOURSELF

FIRST AID TRAINING

We held a free basic first aid training morning on 21 November at the practice in collaboration with our Patient Group and Voluntary Action Calderdale, aimed at our younger registered patients. Unfortunately this was cancelled at short notice. There are no plans to re-run this at present.



NAMED, ACCOUNTABLE GP

Before the end of March 2016 we'll be contacting patients to advise them of their "Named, Accountable GP", if they haven't already been told. This is for administrative purposes and will not affect the booking of any GP appointments

TRAINING DATES

The practice is closed for training one afternoon per month. These sessions enable us to train our staff and develop our skills and knowledge to improve our services to patients. On these days we close at 12.30 pm and reopen the following morning at 8.00am.

Forthcoming dates are:

Tuesday	1 December 2015
Wednesday	10 February 2016
Tuesday	15 March 2016

If you need urgent medical attention during these afternoons, or when we are closed, ring 111 for guidance/help/advice. If it is life-threatening (for example chest pain, breathing difficulties, severe bleeding) call 999.

*Wonderful staff,
very helpful.
Warm & friendly*

*Great
service and
Doctors*

*I believe it's the best surgery in
Calderdale - excellent service*



A Day in the Life of YOUR Service Advisors!

We wanted to give you an idea of the range of work the 7 Service Advisors do on a daily basis. There isn't really a 'typical' kind of day but here's a look at the things carried out each day.

7:30am - We arrive and start opening up the surgery. All 14 of our clinical rooms need to be ready for the day ahead, any faxes and tasks from the previous day and overnight need to be sorted and actioned. We also prepare the back office for the busy day ahead and start printing repeat prescriptions for the doctors to review and authorise.

8:00am - The phones start ringing! Our patients are calling to make appointments and we receive requests for home visits (sometimes 15 per day). When not answering calls, we are busy processing repeat prescriptions, sending faxes, sorting patients' records and carrying out any requests the GPs or nurses may need for their surgery including a well-earned cuppa!



11:30am - Morning clinic comes to an end so our first job is to clear and sort the GPs' rooms and process any paperwork or tasks this has generated.



For instance: change of address details; checking pathology samples for collection; scanning and coding paperwork to patient records; and preparing outstanding repeat prescriptions. We also liaise with the GPs, going through the home visit requests, cover the emergency phone line and

prepare the surgery for the afternoon clinics - all of this whilst answering the phone as quickly as we can!

2pm - The afternoon clinics begin and we continue to work both behind the scenes and on the Reception desk. The Service Advisor at Reception has a very interesting and varied role. We can easily have over 200 patients coming to the desk, along with 15 different pharmacists picking up multiple prescriptions - sometimes they come twice a day! That's a lot of people for one person to serve but we love the challenge, especially as we never know what we might have to deal with next!

3pm - patients start calling to know the results of their recent tests. We ask that patients wait for 7 days before calling.

One of the biggest things we deal with is phone calls. We can easily have over 300 incoming phone calls, over 500 on Mondays, and the average length of a call is around 1.5 mins. Every conversation MUST be noted on the patient's record so after each call it may take a further 30 seconds before the next is answered so please be patient if you're on hold a while!

When we are on the phone with a patient making an appointment, we might ask what the problem is. We promise we aren't being nosy! It's for your safety and to make sure you are given an appointment with the right person, for the right amount of time to receive the right care.



Throughout the day we also have our own individual work to do. Each of our roles is different but they are all crucial to ensure you get excellent care here at the Surgery and across the NHS. For instance, we make sure that medication boxes aren't delayed; update the central offices for childhood immunisations and screening programmes like cervical smears; double check that patients have been contacted to come and see the GP to discuss results - the list goes on!



6pm - The afternoon clinics come to an end so we clear the rooms and process as much of the paperwork as we can. Our day ends at 6.30pm but can over run if GPs have had to extend their clinic to deal with urgent matters.

6.30pm (ish) - we're the last people to leave the building so we make sure everything is secure and shut down for the night.

We love our job! We love to meet and catch up with our patients we also love being able to help you. Please don't think of us as dragons or barriers - we really are here to help you get the treatment and support you need and to let the doctors and nurses concentrate on treating illness. We are the first people you speak to on the phone and you see us every time you come to the surgery. Helping our patients is at the heart of everything we do.



King Cross Practice: A caring, friendly and professional team working hard to provide a patient-centred service of outstanding quality