



Elizabeth Courtauld
Partnership

Elizabeth Courtauld Surgery NEWSLETTER

August 2015 Volume 09 Issue 02



Flu jab booking starts Monday 7th September

Surgery News!

Changes at the Surgery

We have been very lucky to have recruited a new GP to work with us. Many of you will already have seen Dr Sangita Majevalia who is working with us for three days a week. She is proving to be popular with patients and has settled in really well. We now have 6 female and 4 male GPs working at the surgery, offering a wide choice to our patients.

Travel Appointments

If you are travelling abroad then you need to make sure you have the right vaccinations. Here at the surgery we are able to give free NHS Vaccines for certain illnesses. These are Tetanus, Polio, Diphtheria, Typhoid, Cholera and Hepatitis A. If you are about to go abroad you can pick up a Travel Risk Assessment form from reception or download it from the website. You must then drop it in to the surgery. Our nurses will assess your needs and contact you to discuss the vaccines you need. If you are travelling to multiple destinations with more risk, then you may need further specialist advice. More complex travel vaccines can be obtained from a private Travel Clinic.

Elizabeth Courtauld Surgery

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Surgery Hours

8.30am - 6.30pm
(Monday to Friday)

6.30pm - 8.30pm
(Monday evenings by
appointment only)

MINOR ILLNESS? GET IT SEEN?

Feeling unwell? Need to see somebody quickly?

Did you know that we offer a minor illness clinic for all new conditions? It is a quick way to get seen by somebody when you or your children develop a new illness. We have lots more "on the day" appointments available to book with our minor illness team of GPs and Nurse Practitioners than we do in our regular clinics. For the conditions listed in the box below, ask at the desk or on the phone for a Minor Illness appointment.

In common with many surgeries, we are finding that there is a great pressure from patients to see a doctor. There are many reasons for this and we do our best to meet the demand. For a large number of face to face consultations, we are finding that our new minor illness clinic is a lot more effective way of getting patients to see a Healthcare professional who can help them. This is usually a lot quicker than waiting to see the regular GP. For many complaints, it is as safe, faster and more convenient to be seen in the Minor Illness clinic. This service has the Duty Doctor working alongside our three Nurse Practitioners—Karen, Philippa and Sheila—to provide a responsive service. For many patients, all they need to is see someone quickly for advice and we can do that. The GPs are then able to spend more time with patients with long term conditions or ongoing problems which do benefit from the help of a Doctor who knows the patient and their history. This is why we are offering people the chance to book in with the minor illness team. Next time you call, you can ask for them.

Minor Illness

Sore throat or coughs
Eye infections
Earache, Sinus problems
Hay fever
Chest infections
Minor stomach complaints
Constipation, diarrhoea
Urine infections
Skin complaints

- rashes
- minor allergic reactions
- insect bites
- stings
- Sunburn

Minor Injury

Minor wounds,
Minor burns,
Bruising
Swelling
Minor head injury with no loss of consciousness or vomiting
Muscle, bone and joint injuries e.g. sprains, strains and soft tissue injury

Women's Health

Emergency contraception
Cystitis
Thrush
Contraception advice
Breast examination



Flu Jabs 2015

The Surgery is best

We will shortly be starting the 2015 flu vaccination campaign for over 3,300 patients.

Here at your Surgery, we will be giving vaccinations to anyone over 65 and those patients who have a long term condition, which puts them at greater risk should they develop influenza. These conditions include: COPD, Asthma, Diabetes, Stroke, TIA and Coronary Heart Disease.

Convenient and Easy

We will be running our popular Saturday morning clinics, some late evening clinics on Monday evenings as well as the regular sessions during the week.

If you are over 65 or on the "at risk" list or caring for someone on the "at risk" list, then you should contact us after the 15th September 2015 to book an appointment at one of our many sessions.

If you are housebound and need us to visit you, please contact reception to make your request for a home visit.

Your local surgery really is the best place to have your vaccination. All our staff are highly trained and experienced at making the job quick, easy and painless.

REPEAT PRESCRIPTIONS

The request line is now open 24 hours a day, 7 days a week.

Tel: 01787 479 889 and leave your message.

You can also order online from our website (see base of page)

YOUR SURGERY ONLINE

If you have access to the internet on a computer, laptop, tablet or phone, you can book appointments, request prescriptions, give us feedback and follow us on Twitter.

Our web address is at the bottom of the page and our Twitter feed is @CourtauldDocs.

Book Appointments

There is also an app for our medical system called "SystmOnline" which works on both Android and iPhones/ iPads. You can get it from the Google Play Store or from the iTunes store.

New look website

Did you know that in the last month 1,400 patients used our website? It contains a wealth of information and links to our various services. We have had the site redesigned recently to make it look better on mobiles and tablets.

Patient eForum

If you want to give us feedback on our services, there are two ways to do it. You can join our email patient forum and let us know what you think. There are forms to fill in on the counter in reception or you can email us on courtauld.patients@nhs.net to join. We have over 180 members?

Surgery Doors

Following a suggestion by a patient, we asked the e-Forum for their view on the fairest way to open the surgery on a Monday morning. Mondays are our busiest day and queues develop outside both doors before we open. At present, we vary which

entrance we open first. Having asked you what you thought, the overwhelming opinion was that we should open the car park entrance doors first. If your reason for calling means that you need to be at the front of the queue then you should wait by this door. After a few minutes, we will open the Town entrance door and patients waiting here will be at the back of the queue.

Hanging on the telephone?

Since we updated our phone system to allow us to handle calls more effectively, we are able to see how many calls we are getting and when they arrive. As we all thought, Monday mornings are our peak time with over 450 calls before 12.00 noon. We have extra staff on Monday mornings to meet the increased workload. If you would prefer not to wait on the phone, you can use our website or ring at quieter times of the week. We get 270 phone calls fewer on Fridays for example.

Cryotherapy

We are no longer offering routine cryo therapy for things like verruca treatment, skin tag removal and wart removal. Clinical evidence suggests that this is not an effective way to remove verrucae. The NHS does not do many minor cosmetic procedures like skin tag removal. Therefore we now only have a limited cryo service for clinically necessary interventions. If you think you need cryotherapy, you will need to see a GP for approval. Verrucae tend to resolve over time with no intervention. You can go to your local pharmacist for advice, they have a range of solutions which may help relieve the pain.