

Auchtermuchty Health Centre – Summer 2016 Edition

IN THIS ISSUE:

WHY DO GP'S RUN LATE?

STAFF UPDATE

DO YOU REALLY NEED TO SEE A GP?

SUMMER TIPS

WHY DO GP'S RUN LATE?

We understand that when the Doctor runs late it can be very frustrating and inconvenient for you and we wanted to try to explain some of the reasons why this happens sometimes.

We assure you... we're not twiddling our thumbs or playing computer games!

There is no one single answer to why this happens. There can be lots of things that combine to make us run late and we're often not able to tell you why as we need to maintain the confidentiality of all our patients.

It is also difficult to predict if we will continue to run late as we can often catch up when we have a few appointments with people who don't need the full 10 minutes.

At Auchtermuchty Health Centre:

- Patients are booked at 10 minute intervals.
- This appointment includes discussing what is happening for you and recording that in your records, so you can see how it can be easy to start to run a little late as the session goes on.

Below are a few of the more common reasons for doctors to fall behind:

Complexity or Patients in distress: - People come to the GP for lots of different reasons and this can range from a simple problem which can be comfortably dealt with in 7-8 minutes or a much more complex issue. This could be a cancer diagnosis or serious illness, the loss of a loved one, a significant illness, or that the patient feels that they can't cope anymore; to the extent they are contemplating taking their own life.

These are all common occurrences and understandably we do not restrict those in need to a 7-8 minute consultation. Please be understanding towards fellow patients - one day it may be you who needs the care and attention that a patient ahead of you has just received and we will give you that time if you need it.

Multiple Problems - Some people come with a number of problems, or remember another problem halfway through the consultation which can make it difficult to keep to time. For obvious reasons we discourage Patients from attending a consultation with multiple problems and have adopted the policy of **ONE APPOINTMENT, ONE PROBLEM.**

If you feel that you need to discuss more than one problem we would respectfully request that you book a double appointment

Admissions to hospital: When someone is very unwell they may need admitting to a local hospital and the GP may have to do that there and then. This will involve the GP talking to the team at the hospital which can take some time and may require emergency treatment by the GP at the practice, sometime with the support of the ambulance crew as well, before they are transferred to hospital. Your patience and understanding is greatly appreciated in these situations

Interruptions from other Health Care Providers: GPs are part of a larger Health Care Team and are often contacted by A&E departments, hospital doctors, laboratories, Midwives, Health Visitors, social services and members of the Practice Team. We try to arrange these conversations after booked surgeries, but in emergency/ urgent situations this cannot wait and so your GP may be dealing with one of these teams whilst you're in the waiting room. By liaising with that team, it means that that Patient in question can be treated as quickly as possible in that location. Remember; it could be your relative who is waiting to be treated.

STAFF UPDATE?

Auchtermuchty Health Centre is delighted to welcome Dr Rachel Hall and Dr Louise Jourdier who will be covering Dr Szylaks maternity leave.

Miss Heather Elder joined the administration team and will also cover maternity leave. Since she is currently in her induction and training phase, your patience during this period would be greatly appreciated.

ARE YOU SURE YOU NEED TO SEE A GP?

The NHS belongs to everybody and we must all ensure that its resources are used in the best possible way for all Patients. To that end, we would like to encourage Patients to think about treating minor illnesses and conditions themselves with over-the-counter medicines, rather than asking for a prescription.

Patients should consider keeping a supply of over-the-counter medicines **e.g. hay fever remedies (patients over 18 years), Anti-fungal preparations e.g. Canestan, Head Lice treatment etc** in order to treat minor ailments themselves. A Minor Ailments clinic operates from all the local pharmacies, and the Pharmacist can assist you if necessary.

Many of these medicines etc are more expensive when prescribed on the NHS compared to when they are purchased over-the-counter.

For example, paracetamol is approximately **four times** as expensive on prescription. We therefore encourage our Patients to consider what they can do for themselves in the way of self-care, before asking for a prescription from the GP.

Our GPs are quite often asked to see Patients with dental problems and asked to prescribe medication for these issues.

May we remind patients that they need to approach their Dentist with these problems. Prescribing for dental issues is not part of a GPs role.

SUMMER TIPS



Repeat Medication – don't leave yourself short!!

If you are going on holiday we would like to take this opportunity to remind you to request any repeat medication you may require during your holiday in plenty of time. To clarify, Auchtermuchty Health Centre processes all repeat prescription requests within 2 working days of receipt.....don't allow yourself to run out.

Asthma Alert

For Asthma sufferers, attacks can often increase during the summertime. Hot, dry weather can be a trigger for inflamed airways, which may already be inflamed due to high pollen levels, mould spores, pollution, ozone and dust.

3 simple steps:

Make sure you don't end up struggling for breath in the heat:-

- Take your preventer medications as prescribed
- Carry your reliever inhaler at all times
- Carry a bottle of water to keep you cool and hydrated

Top Tips for Keeping Healthy in the Heat

Stay out of the heat: Keep out of the sun between 11am and 3pm. Avoid extreme physical exertion and wear loose-fitting cotton clothes. Walk in the shade, wear sunscreen and wear a hat.

Cool yourself down: Have plenty of cool drinks and avoid excess alcohol, caffeine and hot drinks. Eat cold foods such as salad and fruit with a high water content. Take a cool shower, bath or body wash. Spray water on your skin or keep a damp cloth on the back of your neck.

Keeping your environment cool: This is especially important for infants, the elderly or those with chronic health conditions. Keep windows that are exposed to the sun closed during the day and open then at night. Close curtains that receive morning or afternoon sun. Turn off non-essential lights and electrical equipment—these generate heat. Keep indoor plants and bowl of water in the house as evaporation helps cool the air.

Look out for others: keep an eye on elderly, isolated or sick people to make sure they are able to keep cool.