



Summer Newsletter

Launceston Medical Centre

Launceston Medical Centre,

Landlake Road,

PL15 9HH

www.launcestonmedicalcentre.co.uk

KCCG.letterslaunceston@nhs.net

Tel : 01566 772131

Fax: 01566 772223

Fax: 01566 771080 (Dispensary)

Doors open: Mon-Fri: 8:20am - 6:30pm (Dispensary closed at 6pm)

Reception Phone Lines: Mon - Fri: 8:30am - 5:30pm

Dispensary Phone Lines: 8:30am - 5pm (Closed 12 - 2pm)

Dispensary closed for training Thursdays only: 1:15pm - 2:15pm

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Expansion Plans

Although Planning Permission was granted for the extension back in October 2016, separate negotiations are still underway with NHS England (concerning the actual building) and NHS Property Services (the land purchase).

The discussions with NHS England are progressing well and we are in the process of completing due diligence requirements including obtaining a minimum of three detailed tenders for the building costs. We are still awaiting finalised Premises Cost Directions from NHS England (promised December 2016 but now expected July 2017!) but this has not stopped us from carrying on with finalising the finer details for the building.

Discussions with NHS Property Services (NHSPS) are frustratingly not progressing at the same rate – consultants have been engaged by NHSPS to deal with the land sale and although we agreed 5 years ago a price for the land they now want to renegotiate the price and terms of sale. Discussions and meetings are ongoing and we hope that we will soon to be able to reach a suitable agreement.

Special points of

Interest:

- New changes to our online services and our appointment Check-In Arrivé
- Flu clinics dates for 2017: Are you eligible for a free vaccination?
- Antibiotic resistance
- Some interesting statistics about Launceston Medical Centre



'Launceston Medical Centre was one of the first practices to offer online services to patients.'

Changes to Online Services

Launceston Medical Centre is now offering an improved online service called SystmOnline for patients **who wish to request repeat prescriptions, book appointments and view a summary of their medical record.**

Our existing website will no longer accept registrations for online services. To request login details for SystmOnline please do one of the following:

1. Visit us in person with some ID (example of suitable ID is Driver's Licence or Passport or Marriage Certificate or some other form of photo ID). We will ask you some security questions and print your login details for SystmOnline. Both Dispensary and Reception can print this for you.
2. Ring the Practice on 772131 > Option 3 > Option 1 where we will ask some security questions and send you a secure email with your login details for SystmOnline.

If you already have a login for our current website you can continue to use this service. However we would encourage you to register for SystmOnline as soon as possible, as our plan is to stop this service altogether and use SystmOnline instead.

Why?

Launceston Medical Centre was one of the first practices to offer online services to patients, and we are currently receiving approximately 60 requests per day. Since then the company that provides the software that stores your medical record (SystmOne) has developed its own system that links directly into your medical record and has some additional features:

1. You see your medication as we see it on our computer system. This means if a GP prescribes a new medication for you, this change will be seen online immediately.
2. Your prescription requests are sent to us via an electronic task within our clinical system. This decreases the chances of mistakes and allows us to track the status of your medication requests more closely.
3. SystmOnline allows you to see a summary of your medical record if you ever need to.
4. SystmOnline has Android/Apple apps available so you can access the system via your iPhone/tablet/Android device.

Because of the improved features, we feel this is now the best service for our patients.

New Staff

Welcome to Dr Helen Williams who joined us on 4 July 2017, initially working 2 days a week – Tuesday and Friday. Dr Williams has previously been working as a GP Partner at Tamar Valley Health for over 10 years.

Other recent clinical appointments – Mrs Emily Farr (Health Care Assistant) and Mrs Natasha Tilley (Practice Nurse) are very welcome additions to our Nursing team.

New Arrivée

Our New Check-In System

We have recently updated our Self Check-In service for patients; we have a **new touch screen which is more sensitive and easier to use**. We also will be adding a second screen to make it quicker for patients to Check-In for their appointments and we hope more people will take advantage of them.

We can also set up this system to check your contact information and give you the facility to update it. We are looking into enabling this function when we have both screens in operation.

For those who have not used the Check-In service before, it **allows you to Check-In for your appointment without going to Reception**.

You just need to select your day, month and year of birth and it will then show your appointment details for you to confirm.

If for any reason the system cannot check you in, you will see a message that asks you to go to Reception. **This will happen automatically if you are over 3 minutes late for your appointment.**

We would like to thank the **League of Friends for their kind donation**, making it possible for us to update our Check-In system.



Welcome!

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Flu Clinics 2017



Flu Clinics 2017

Saturday 16th September

Saturday 30th September

Saturday 28th October

Are you 65 or over, have a chronic illness such as asthma or COPD, diabetes, coronary heart disease, certain neurological conditions, chronic kidney disease or immune-suppressed, then you are entitled to a free flu vaccination. If you are currently pregnant **your midwife will arrange for you** to have the vaccination.

If you do not fall into any of the above, we can still offer you the vaccination at a cost of £10.00 per injection.

Clinics this year will be held on the following Saturdays:-

Saturday 16th September

Saturday 30th September

Saturday 28th October

If you are due a blood pressure check, you will be offered this at the same time. We may also ask to measure your height and weight and enquire about your smoking status.

If you are unable to attend our main clinics, please contact Reception and you will be offered an alternative date.

If you are **housebound and entitled to a vaccination**, please contact Reception who will take your details so that we can arrange for you to have the injection at home.

Dispensary News

Please allow at least **3 full working days** (Monday – Friday) for processing all prescription requests.

For patient safety, all medication requests **must be received in writing**, by either a handwritten request, fax, online order or via your chosen chemist. **We cannot take requests over the telephone.**

Please contact us to register for SystmOne Online services (a quick and easy way to order and keep track of your prescription requests).

Just a reminder – if you are sending a relative or friend to collect your medication on your behalf, please make sure that they have the necessary information and Exemption Certificate (if appropriate) in order to complete and sign the reverse of the prescription. This is a legal requirement and checks are made by the Prescription Pricing Authority against fraud, with appropriate fines imposed on the person named on the prescription.

Did you know?

- Launceston Medical Centre dispensary raises prescriptions for all registered patients, approximately 18,000.
- The number of items dispensed by the Medical Centre each month is approximately 14,000.
- Your prescription is separated into two halves. The green portion is the legal document containing details of medicines to be dispensed for you and the white portion lists all of your repeat medication. This list can be used for re-ordering, with any additional items being handwritten at the end.
- If you are given a green out-patient prescription from Derriford, please note this can only be dispensed by the Hospital Pharmacy we cannot dispense these.
- Dispensary opening hours are 8.30am – 6.00pm Monday to Friday. We are closed on Thursday from 1.15 – 2.15pm for Staff Training.



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'It is in everyone's long-term interest that we save our valuable antibiotics for when they are really needed'



Home Care Is Best

At **Launceston Medical Centre**, we are taking part in a national campaign to make sure people are aware that they can treat themselves and their children effectively and safely for most coughs, colds, sore throats and earaches **without Antibiotics**.

WHY ARE WE DOING THIS?

Most of you will be aware that **antibiotics don't work for most coughs, colds, sore throats and earaches** and this has been covered a lot in the news recently.

Antibiotics can also cause side effects, like diarrhoea or sickness, and upset the 'good' bacteria in the gut. Giving antibiotics when they are not needed increases the risk of bacteria developing resistance so that they won't work when we really need them.

This campaign is intended to encourage patients to treat themselves for conditions that are 'self-limiting' and will get better in time anyway without antibiotics.

WHAT WILL WE BE DOING?

We will be encouraging everyone with 'upper respiratory tract' infections to first treat themselves or their children by seeking appropriate advice from a local Pharmacy.

Although we will not be turning anyone away, these conditions are generally classified these days as minor illnesses, so antibiotics will usually not be appropriate.

If you make an appointment, our Doctors and Nurses will simply give you information about how long your illness is likely to last, how to treat your symptoms with home remedies and what to do in the unlikely event that your condition doesn't improve or starts to get worse.

DELAYED OR BACK-UP PRESCRIPTIONS

In some circumstances, a prescription will be given as a 'back-up' - you will be told that antibiotics may not be needed straight away but can be dispensed if you feel your condition has become worse. We know that only a third of such prescriptions will ever actually be dispensed.

Once you have recovered without taking antibiotics then you will feel more comfortable with self-treating in the future and less likely to request unnecessary antibiotics.

THANK YOU FOR SUPPORTING US

Views about antibiotics can be surprisingly strongly held, particularly by those who have been prescribed antibiotics routinely in the past – but this was before it was discovered that they are often not necessary.

It is in everyone's long-term interest that we save our valuable antibiotics for when they are really needed, so we hope you will support our campaign to restrict their unnecessary use, and help us to ensure that our patients will continue to get full benefit from them long into the future.

A few statistics here at L.M.C

A few statistics about the volume of appointments and calls we take here at Launceston Medical Centre. The statistics are based on the number of working days throughout the month of June 2017.

- ⇒ 8,900 Appointments booked
- ⇒ 216 Appointments missed
- ⇒ 2,870 Appointment minutes wasted
- ⇒ 808 Telephone contacts per day on average
- ⇒ 4,131 Calls received in a working week
- ⇒ 17,793 Calls throughout June
- ⇒ 17,900 Patients currently registered



Useful telephone numbers



- District Nurses: A service for **housebound patients only** - 01566 761018
- DRSS (Devon referral service): This is a number to contact if you have had a referral processed and are waiting to hear about an appointment - 01752 398993
- MASTA Travel Clinic: If you are travelling and need vaccinations in 4 weeks or less - 01752 205556
- Children's Centre - 01566 770823
- Midwives - 01566 761110
- Health Visitors - 01566 761108
- Adult Social Services: Help for adults with social care needs. Providing care and support so they can live as independently as possible in their own homes. - 0300 1234131
- Child Social Services: Information and support for children - 0300 1234101



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