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ANTIBIOTIC RESISTANCE: GET THE RIGHT RELIEF FOR YOUR SYMPTOMS

Coughs, sore throats and blocked noses are all sign of an Upper Respiratory Tract Infection (URTI).

A URTI is caused by a virus. Most viruses do not respond to antibiotics and may even cause unpleasant side effects such as diarrhea, thrush or a rash.

As a result of using too many antibiotics, bugs can become superbugs and therefore can become too powerful for antibiotics to work.

If you are experiencing symptoms of a URTI then speak to your pharmacist for suitable medicines to treat your specific symptoms.

If your symptoms do not then improve, then make an appointment with a Doctor or First Contact Practitioner.

THE GREYFRIARS GAZETTE

Welcome to our third newsletter, in which we aim to provide all of our patients with current and relevant information. In this issue we touch upon the responses we have received from the Patient Survey 2013, our annual CQC inspection and our online services.

It also includes advice on flu and antibiotic resistance to help you with your symptoms,

An electronic copy of this newsletter can be found on our website, at www.greyfriarsurgeryboston.co.uk, where you can also book appointments, order prescriptions and much more.

Thank you for your support as we continue to update our services.

GREYFRIARS CQC INSPECTION

On the 18th September 2013 Greyfriars surgery received an inspection from the Care Quality Commission (CQC).

The CQC are a National Health Regulatory body who ensure that health services across the country are meeting national standards.

Greyfriars have been found to be compliant across all sections of the CQC framework.

Patients in surgery that day were asked questions about the surgery and their care by a CQC inspector. Feedback received from this was very positive.

We would like to thank all patients who spoke to the inspector in surgery on the 18th or those patients who were telephoned the following day as this was essential to the outcome of our CQC process.

If you would like to read a copy of our CQC report please ask a member of the reception staff.

Alternatively copies have been placed in both waiting rooms and can be found both on the CQC website and at www.greyfriarsurgeryboston.co.uk.

PATIENT SURVEY 2013

This year's patient survey was all about Greyfriars interactive services such as the website, the new text messaging service and ordering prescriptions and booking appointments online.

Surveys were given out to patients visiting the surgery in the first three weeks of September. In those three weeks we received 238 copies back from patients answering questions on these specific topics.

We have since then collated the responses received and are now in the process of developing an action plan to help overcome some of issues highlighted by the survey. As you will read in this issue, we have updated our online access for ordering prescriptions and appointment bookings by adding more appointments to book for the doctors as well as with the First Contact Practitioners as well.

We are also in the process of adding some more phone lines in surgery. This will mean that we will have a separate line for different enquiries, thus freeing the phone lines for booking of appointments.

ONLINE ACCESS

Following the Patient Survey this year one main priority for patient concerns was the issue of trying to get through on the phone lines. One of the ways we tried to overcome this issue was to update our online services of booking appointments and ordering prescriptions.

If you have a computer at home and would like to be able to order your prescriptions or book appointments with a Doctor or First Contact Practitioner then ask a member of reception for your personalized registration details. Simply then log onto our website www.greyfriarssurgeryboston.co.uk, scroll down to 'book appointments' or 'order prescriptions' and you will then be asked to enter your log in details provided by reception.

REMINDERS

Change of Details

If you have recently moved house or changed your phone number, please let us know at your earliest convenience. This keeps your record up-to-date should we ever need to contact you.

Flu

We have almost completed our flu season now and we want to thank the 1000's of patients who have come in have their flu jab so far.

If you think you should have a flu jab, ask a member of reception today and book in with a practice nurse.

For the first time this year, the NHS is also offering nasal spray vaccines for 2-3 year olds. We are in the process of sending out letters for this. Any questions please ask a member of reception.

FIRST CONTACT PRACTITIONERS

The First Contact Practitioners at Greyfriars surgery (Amy and Dominic) are here to see all manner of minor illnesses, in order to free up the time for the GP's to concentrate on the more complex cases.

If a patient is seen by a First Contact Practitioner and the case turns out to be more complex, then a Doctor's appointment or advice can be sought.

Exclusions for Amy/Dom include:

- Depression/Mental Health issues
- Eye problems
- Babies under 3 months
- Pregnancy related problem
- Gynaecological Problems (Dom only)
- Medication reviews

If you are unsure who you should see, ask a member of reception for advice.

WEIGHT WATCHERS BY REFERRAL

The Weight Watchers referral scheme is funded by public health at Lincolnshire County Council and provides patients who have a BMI of 30+ with a free 12 week membership with Weight Watchers in their local area.

On Friday 15th November, a ceremony was held for twelve people across the county who have lost weight through the Weight Watchers scheme.

Awards were also held for two GP surgeries whose referrals to the schemes had been most successful. We are pleased to announce that Greyfriars Surgery won the award for 'Best Outcomes'.

Of the 62 patients we referred for the 12 week course, 74% lost at least 5% of their body weight.

We are extremely proud of this achievement, not just for us as a surgery, but for our patients who have lost this amazing amount of weight.

If you think you would qualify for the Weight Watchers scheme, ask your GP about a referral and start your healthier lifestyle today.