



Hall Grove Group Practice Newsletter



www.hallgrovesurgery.co.uk

March 2019

If you cannot attend your appointment please cancel it as it can be used by someone else

You can book, check, and cancel appointments using the automated phone line.

If not done so already you can book appointments and request repeat medications using on-line access. Please ask at reception to arrange this.

Useful Telephone Numbers

Appointments (Hall Grove)	01707 328528
Appointments (Parkway)	01707 332233
Emergency House Call Line	01707 323355
'111' out of hours advice	111
Lister Hospital	01438 314333
Patient Transport (QEII, Lister & CCG)	0345605 1208
CCG	01707 685000

Changes to appointments

The software company we use have now managed to change the booking system so that the on-line and automated-phone **urgent appointments for that day will open at 7am** (rather than people having to stay up until midnight).

We are also trying to make it easier for people to book **follow up** appointments with the **same doctor**. This is extremely important for good clinical care. Doctors now have phone appointments in the afternoon that can only be used for follow-up of an on-going issue. In most situations face to face appointments would only be required if you are likely to need to be examined.

If you need a follow-up appointment regarding an issue you were recently seen for please speak to our receptionists about this. Try to avoid using a book on the day appointment as you will probably see a different doctor.

Don't be shy, save your life with the poo test!

The national screening programme for detecting bowel cancer early involves everyone aged 60 to 74 years of age being sent a kit every 2 years. Bowel cancer can cause microscopic blood to be released and this can be detected in stool samples. To complete the screening use the kit to take samples of three bowel motions and then send it in the envelope provided.

We have had several people who have had an early cancer detected with the kit. This may have saved their lives.

For more information, including to request a kit if you did not return it last time, **call the free bowel cancer screening helpline on 0800 707 60 60.**

Even though this is so easy to do and could save their life many people do not send back the kits.

Self referral forms

Several local services now have self referral forms so that you can **access services directly**. At the bottom of our websites home page is a link to our 'Self referral services' page. This contains links to websites and phone numbers for self referrals.

The **Antenatal clinic** have produced a self referral form. If a person is pregnant they can complete the on-line form and email it. They can do this rather than coming to see a GP for the referral if they wish. The antenatal clinic will contact them within 7 days. The 'Early bird self form' is on the 'Self referral services' page of the practice website.

Other self referral services includes:

Mental health support services, including counselling and under 18's services; drug and alcohol support

Sexual health services; **Terminations**

Social services (0300 1234042) and **carers support** (www.carersinherts.org.uk)

When to consider antibiotics

The way we assess if a person's infection might benefit from antibiotics is to assess how unwell the person is and apply research evidence to their problem. For example, generally a person is unlikely to benefit from antibiotics if there is no fever present as **no fever** suggests that the infection is **no longer active**.

Research trials often calculate the **number of patients needed to treat** with the antibiotic to make a difference to **one person**. For example: for **sinusitis 15 people** need to be given antibiotics for just **1 of those people** to get better **one day quicker** (but would still have got better without antibiotics); for **sore throats 90% are better after 1 week** with or without antibiotics, **6 people** have to be given antibiotics for **1 person** to get better **half a day** sooner!

These illnesses often **last longer** than people realise: for **coughs**, the **average time to continue coughing is 3 weeks**, whether or not antibiotics were given. **50% of colds** are better after 7 days but **10% are still going at 2 weeks**; **50% of earaches are gone after 3 days** (so use pain relief and try to delay coming in unless very unwell with it). Antibiotics are not more likely to work because a person is very busy, or because they are going holiday!

This guidance may not apply to certain groups, such as those with long term medical conditions, eg COPD or Diabetes. Also be aware sometimes antibiotics are required, such as Pneumonia and worsening skin infections.