

Newsletter March 2016

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Waiting Times:

We try very hard to control our waiting times. However they can overrun due to some individual consultations taking longer than others. This cannot be accurately forecast as the nature of each appointment with a clinician varies so much.

If an appointment session is running late, our receptionist will announce an estimated wait time to let patients know when they might be seen.

We can, and do, insist on punctuality by our patients, as each late attendance contributes to further delays for other patients. If there is an unavoidable reason, we will attempt to accommodate patients. However, if the appointment session is fully booked we may ask you to re-book the appointment. Thank you.

Easter Bank Holiday Closures:

The Practice will be closed on Friday 25th March (Good Friday) and Monday 28th March (Easter Monday). The Practice will be open as usual on Tuesday 29th March, 2016.

See posters displayed in the surgery or visit the website for all training and bank holiday closure dates.

Pharmacy*first* Minor Ailments Service:

Barnsley GPs and Pharmacies are offering a service that gives more patient choice. The following common conditions can be treated with medication that is available from your local pharmacy. Ask for help and advice on the most appropriate medication to relieve symptoms for:



Allergies and Hayfever, Athlete's Foot, Cold Sores, Conjunctivitis (for adults and children over 2 years of age), Constipation, Coughs and Colds, Diarrhoea, Dermatitis, Eczema, Ear Wax, Fever / High Temperature, Haemorrhoids (piles), Head Lice, Heartburn and Indigestion, Infant Colic, Insect Bites and Stings, Mouth Ulcers, Nappy Rash, Nasal Congestion, Oral Thrush, Pain, Ringworm, Scabies, Sore Throat, Teething, Threadworms, Vaginal Thrush, Verrucae and Warts.

Call into participating pharmacies displaying the symbol above.

DNA (Did Not Attend Appointments):

During February, 251 patients missed their booked appointments.

Please help us and other patients by cancelling your booked appointment if you no longer need it; we can then offer it to someone else who does.

Toys for Children:

Following a recent infection control audit the Practice will no longer provide toys and books in the waiting or clinical rooms. Please could we ask that parents and carers bring their own toys and books to amuse children when attending the Practice? Thank you.

Be Well Advisors:

This free service supports anyone living in the Barnsley area to become healthier and enjoy life more. Advisors are local people who have a wealth of specialist training, skills and experience to help and support people to make the changes they want to make.

Advisors can support people to improve their health by giving up smoking, eating a healthier diet or losing weight, becoming more active, reducing stress, improving moods and drinking more sensibly.

Be Well advisors Steve Myers, Tom Jowitt and Chris Moreton are available at the Practice every Tuesday. A GP referral is not necessary; just see one of our receptionists to make an appointment or for further information contact Pat Gregory the Practice Patient Liaison and Communications manager, on 01226 352407.

For more information about the Be Well service email hello@bewell-barnsley.com, telephone 0800 0169 133, or contact them via Facebook.

Travel Vaccinations:

Our nursing team will be able to advise you on vaccinations required for foreign travel and can provide you with the appropriate medication. Please note there may be a charge for some foreign travel vaccines and anti-malaria drugs.

Talk to our Practice Nurses about immunisations at least two months before travelling.

DIAL Barnsley:

DIAL Barnsley is a disability advice organisation operating in the Borough of Barnsley. They offer advice and information to adults and children with disabilities and/or long-term health problems. DIAL Barnsley aims to support and empower disabled people and carers, enabling a more enriched and independent lifestyle.

For further information go to their website www.dialbarnsley.org.uk or telephone 01226 240273

Practice Policies:

Inappropriate Behaviour – The Practice works hard to ensure a pleasant environment for everyone. We endeavour to treat every patient with respect and courtesy. In return we expect as much from every patient. Any inappropriate language, aggression or anti-social behaviour will not be tolerated by any person within the Practice. In the event of unacceptable behaviour there will be an investigation and appropriate action taken. We ask for your co-operation in making sure that this Practice remains a safe and pleasant environment for staff, patients and visitors.

No Smoking Policy – The Practice has a strict no smoking policy on its premises (including the car park). This applies to staff, patients and visitors alike.

If you are a smoker and are interested in giving up, please make an appointment to see Steve Myers the Be Well smoking cessation advisor (See Be Well Advisors).

Use of Mobile Phones – We kindly ask that you refrain from using your mobile phone while in the Practice building. In particular, please switch off your phone during your consultation with a GP or nurse.

Dogs – Dogs are not allowed in the Practice building, except for assistance dogs.