

Newsletter January 2017

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Support for Armed Services Community:

The Royal British Legion supports serving members of the Armed Forces, veterans and their families. As part of their support the Legion can offer the chance to take a break. If you or a member of your family is recovering from an illness, bereavement or other life-affecting event, the Legion can provide a comfortable and enjoyable break.

The Legion's break centre for the Yorkshire region is located at Alderson House in Bridlington.

For further information call the Legion contact centre helpline on 0808 802 8080 or see their website:

www.britishlegion.org.uk

Did Not Attend Appointment (DNA):

DNA appointments have an enormous impact on the healthcare system in terms of cost and waiting time.

During **week** commencing 12-16th December, **77** Walderslade Surgery patients did not cancel and did not show up for their booked appointment.

The practice clinical software system will automatically tell us when a patient fails to attend a booked appointment. When this has happened, a member of the practice usually contacts the patient to ask why and will give advice about the various ways available to cancel an appointment.

Please help other patients and staff at the practice by cancelling an appointment you no longer need or want. The appointment can then be offered to someone else who does need it.

Patient Appointments:

Please remember that if you arrive early for your booked appointment you will not necessarily be seen early. If you arrive late for your booked time slot the GP or nurse will not wait for you to arrive and may not be able to fit you in later.

Prescriptions:

Mondays are our busiest day for prescriptions; please try to make your medication request and pick up your prescription later in the week if you can.

Telephone Calls:

We experience a high number of calls on Monday mornings between 8.00am and 9.00am. To access the services you want please try using our automated telephone system or sign up for Patient Online Access. See the practice website or ask a member of the Reception Team for details.

Have Your Say to Improve Your Healthcare:

The Friends and Family Test (FFT) in GP practices is about giving patients the opportunity to provide quick feedback on their care and treatment experience.

Look for the feedback forms in the surgery entrance lobby or complete the questionnaire via our MJog messaging service. It doesn't take long to complete and you don't need to give your details. Messages are automated and replies anonymous.

Thank you!



Tesco Hoyland Community Event:

Walderslade Surgery Health Care Assistant, Sue Brook, examines Donald the Reindeer prior to his charity solo parachute jump from the roof of the Tesco store at Hoyland on 20th December!

The store raised £180.00 for Diabetes UK and British Heart Foundation.

Thank you to all who contributed to the event.

Sepsis in Children:

If your child is unwell with a bug or infection, is rapidly getting worse and you are worried that their illness seems different to any previous illness, it could be sepsis.

Sepsis is a rare but serious complication of an infection. If your child has any of these symptoms you should take immediate action:

- ❖ Looks mottled, bluish or pale.
- ❖ Is very lethargic or difficult to wake.
- ❖ Feels abnormally cold to touch.
- ❖ Is breathing very fast.
- ❖ Has a rash that does not appear to fade when you press it.
- ❖ Has a fit or convulsion.

Go immediately to A&E or call 999. You can seek medical advice urgently from NHS 111.

For more information about sepsis in children and adults visit www.nhs.uk/sepsis or www.sepsistrust.org

Barnsley Hospice:

Barnsley Hospice is a charity which provides specialist compassionate care to hundreds of people every year from all over Barnsley. Specialist palliative care provides help and support to people with active and progressive life-limiting illnesses such as cancer, heart disease or parkinson's. Referral to use the service is usually made through a healthcare provider. This can be a GP, consultant, Macmillan Nurse, or anyone else who is involved in a patients' care. Care is provided to people over 18 years of age who are resident in the borough of Barnsley.

As well as an inpatient service, the hospice also provides a day support service at The Limes Day Therapy Unit. The day service is designed to help patients adapt to the limitations caused by serious illness. Each patient is assessed individually and support is also available to their families and those close to them.

The Limes Day Therapy Unit also provides a Drop In service on Wednesdays from 10am until 3pm. The drop-in service can provide support for patients and their carers who are touched by cancer or life limiting progressive illness. No formal referral is required.

For more information about the Hospice and The Limes please see the hospice website www.barnsleyhospice.org or telephone the Limes Day Therapy Team on 01226 244244 for further details. Alternatively for information speak to Walderslade Surgery Communications and Patient Liaison Manager, Pat Gregory, on 01226 350407.