

THE CHESTNUTS SURGERY



The Chestnuts Surgery
45 Thwaite Street
Cottingham
East Yorkshire
HU16 4QX

Tel: 01482 847250
Fax: 01482 848173

**Your Surgery—Your Health—
Our Service**
“A Caring Partnership”

Find us on the Internet at
www.thechestnutssurgery.co.uk

Your Surgery Consulting Hours...

Day	Morning	Type	Afternoon	Type
Mon	09:00—12:00	Open*	15:30—17:30	Pre-Booked**
Tue	09:00—12:00	Open*	15:30—17:30	Pre-Booked**
Wed	09:00—12:00	Open*	15:30—17:30	Pre-Booked**
Thu	08:30—09:00	Pre-Booked**	Closed	Closed
Thu	09:00—12:00	Open*	Closed	Closed
Fri	08:30—09:00	Pre-Booked**	15:30—17:30	Pre-Booked**
Fri	09:00—12:00	Open*		

* Patients for open surgery must arrive between 09:00 & 10:00am to be guaranteed an appointment the same day. Patients arriving between 10 and 12 will only be offered an appointment the same day if one is available.

** Pre-Booked appointments are bookable in practice or on-line

Going the Extra Mile...

Are you partially sighted, disabled or hard of hearing? Or just require a bit of extra support?

Hard of Hearing:

We provide a mobile hearing loop system

Disabled / Wheelchair bound:

We do not have a lift. We only consult downstairs where there is disabled access throughout. Where patients have booked to see an external service provider such as relate counselling who normally consult from upstairs, The Practice agrees a downstairs room with the provider where you can be seen.

PARTIALLY SIGHTED:

THE PRACTICE WILL PROVIDE YOU WITH ANY OF ITS INFORMATION IN LARGE PRINT OR IN COLOURS THAT ASSIST YOU IN READING IT EASIER. PLEASE ASK AT RECEPTION

Babies:

We have a baby support pack full of emergency baby needs including nappies, wipes, talc etc. We also have a baby changing facility. Please ask at reception

Other support aids to make your visit go that little bit more smoothly:

We also provide:

- A full interpreter service
- Different strength reading glasses
- Magnifiers
- Dexterity pens
- A full range of information on support networks for careers and every possible medical condition
- Toys to keep children amused
- Books to keep adults amused

Anything I have not mentioned just ask! Or email me at:

rachaelduff@nhs.net

Carers Support

Are you cared for? Do you care for somebody? If you would like to know more about care support “Carers Information Support Service” is here to help with free of charge advice and information to anyone supporting a family member, friend or neighbour who is either; ill, frail, disabled has a mental health or substance misuse problem. You can contact

30 King Edward St, Hull
01482 222220
www.ciss.chcpcic.org.uk
chcp.carersinfo@nhs.net

18 Wednesday Market, Beverley
0800 9176 844
www2.eastriding.gov.uk
Ercarers@eastriding.gov.uk

Contact your patient liaison officer,
Molly Wilde Via reception or by email at:
chestnuts.chestnuts@nhs.net

SPRING 2016

The Chestnuts Surgery

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THE CHESTNUTS NEWSLETTER

Online Access...



Here at the Chestnuts we offer patients online services which give you access to summary information in your GP record and the facility to book appointments and order repeat prescriptions.

Online services do not replace traditional ways of contacting your GP practice, over the phone or in person. They simply offer additional ways to interact with your GP, making it easier and more convenient.

For example, you can book and cancel appointments any time of the day, order your repeat prescription from home or at work, save yourself a trip to the GP practice, or look up your medications online. In return, it's hoped the services will

free up phone lines for people with no internet access, and enable us to manage appointments and telephone calls more efficiently.

There are currently three transactional services available:

- Booking appointments
- Repeat prescriptions
- Access to your summary care record
- Request to access detailed care records

If you wish to use the online services, you'll need to register first. In order to register you will need to come into the practice and complete a registration letter with one of our reception team. In doing this you will need to bring with you one form of identification (Passport or Driving Licence), and one utility bill for proof of address (dated within the last 3 months). This registration method ensures your identity can be verified and to ensure your personal details cannot be accessed by others.

Patient Participation Group (PPG)...

Our PPG is about implicating real, positive change within our community. The aims and work of our group depends entirely on local needs, but at the same time they all have the aim of making sure that our practice puts its patients care at the heart of everything it does.

PPGs have an increasingly important role to play in helping to give you, our patients a say in the way services are delivered to best meet

your needs, as well as the needs of the local community.

PPGs can help our GPs to develop a caring partnership with you, the patients. They can also help our GPs to communicate with individual patients, and the wider community about key health matters. They can also help to reduce costs and improve services by identifying changes that the practice may not have considered, allowing resources to

be used more efficiently. What is more, they can develop mutually supportive networks for patients and the practice, outside of individual appointments.

If you would like to join our PPG you can either ask for a form from our reception team, or alternatively, fill in and submit a form on our website, located on the patient participation group page.

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Had trouble booking an appointment lately?

February 2016

91 appointments were lost due to patients not attending pre-booked appointments. **This equates to 1220 minutes / 20 hours / 3 days** of clinical time lost in one month

April 2015 - March 2016

781 appointments were lost due to patients not attending pre-booked appointments. **This equates to 10,579 minutes / 176 hours / 24 days** of clinical time lost this medical year.

Please let us know if you are unable to attend an appointment!



when it's less urgent than 999

Young Persons Advocate...



Meet Molly our newly appointed "Young Persons Advocate"

Here at the Chestnuts we have recently introduced the role of our "Young Person Advocate". Molly

If you are a young person and are struggling with any number of issues including Bullying, Drugs, Sexuality, Contraception and weight loss. Molly, our Young Per-

son Advocate is here to listen, consolidate and signpost you or speak to one of our specialist team about any of your concerns.

Our Young Persons Advocate is also here to offer advice or help you with any other concerns that you may have with the practice, including booking an appointment, or accessing a wide range of other services that may be available to assist you.

If you require any more information regarding our Young Persons Advocate, you can do so by one of

the following:

Through our website at www.thechestnutssurgery.co.uk and visiting our **Support & Advice for Young People page**. Or alternatively you can ask one of our reception staff for more information, or pick up one of our **Support & Advice for Young People** leaflets located in our waiting room area.

Other than this you can ask at reception to speak to our Young Person Advocate and they will be happy to accommodate your needs.

Missed Appointments...

As you may be aware, the NHS has and continues to experience numerous cuts in funding. Due to this, as a surgery we have come under increased pressure to best utilise our assets and clinical time.

With this in mind we cannot express the importance of letting the surgery know if you are unable to attend an appointment. As on average each month we lose out on 2-3 days of clinical

time at a cost of £1200. This not only effects the smooth running of the surgery, but also costs the NHS millions each year.

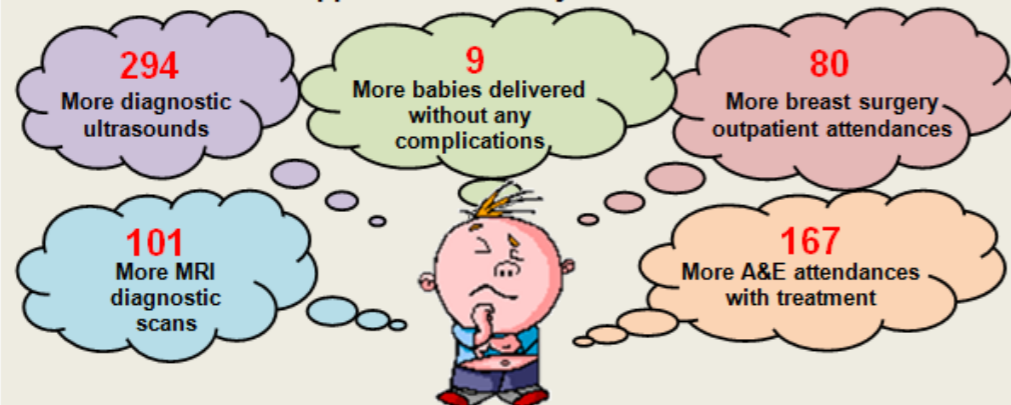
As missed appointments have such a detrimental effect on the surgery each month, we have been forced to review patients who continuously miss appointments without letting the surgery know before hand.

You can let the surgery know are unable to attend an appointment by phone on **01482 847250**, in person or via our website at www.thechestnutssurgery.co.uk

Patients who persistently miss appointments without letting us know risk being removed from our list.

Why Have I Experienced Delays with my Hospital Care?

This is what the NHS could have done with the cost of the missed appointments this year to date:



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Open Surgery System - "Explained"



The Chestnuts Surgery operates an open surgery system Monday to Friday. The system assures that patients who arrive between 9-10am are guaranteed an appointment that day. If appointments between 9-

12pm are still available from 10am, we will continue to offer appointments for you to be seen the same day.

You will be given a timeslot on booking the appointment with a named GP, where possible, at your choice. You are then free to either sit and wait or return closer to your appointment.

On a Thursday & Friday the Practice assists working age people by making a GP available from 8:30am. The three appointments between 8:30am

and 9am will be released 24hrs in advance. If they are not filled on the day of the surgery, patients queuing outside will be invited to fill these slots before the scheduled open surgery starts at 9am.

(Surgery Consulting times both open and pre-booked can be seen on the back page of this newsletter)

Diabetes...

Diabetes is a long-term condition that affects the body's ability to process sugar or glucose. It can have serious health consequences. However, with careful management, people with diabetes can continue to lead full, healthy and active lives.

People with diabetes are unable to stop the level of glucose in their blood from getting too high. This is because a hormone called insulin is either absent from their body, or not working properly

There are 3.9 million people living with diabetes in the UK. That's more than one in 16 people in the UK who has diabetes (diagnosed or undiagnosed). This figure has more than doubled since 1996, when there were 1.4 million. By 2025, it is estimated that five million people will have diabetes in the UK.

There are two main types of diabetes:

Type 1 diabetes – this is when the body can't produce any insulin. This type of diabetes usually occurs before the age of 40 and accounts for only around 10% of all cases. It's the most common form of childhood diabetes.

Type 2 diabetes – this is when the body either doesn't make enough insulin, or the body becomes resistant to insulin, so it doesn't work properly. It's the most common form of diabetes, accounting for around 90% of cases. It's frequently linked with being overweight.

Both forms of diabetes are life-long conditions that have potentially serious consequences. Left untreated, diabetes can lead to heart disease, stroke, nerve damage and blindness

However, if treated effectively, people with diabetes can reduce the risk of those complications and also reduce the day-to-day

symptoms.

Many people with diabetes lead lives as healthy and active as those without the condition. There are world-class athletes who have diabetes, such as Sir Steve Redgrave .

The symptoms of both type 1 and type 2 diabetes include:

- increased thirst
- drinking a lot of fluids
- passing a lot of urine
- being tired for no reason
- weight loss
- genital itching or repeated bouts of thrush
- slow healing of wounds
- blurred vision

If you would like more information about diabetes or feel you may have similar symptoms, visit our Diabetes page on our website or speak to member of staff on your next visit.

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