

# EMSWORTH SURGERY AUTUMN QUACK 2018



## New Staff

We are delighted that Dr William Denby has joined the Practice as a GP Partner with his own patient list. Our Paramedic Practitioner, Kate Shaw, is also a welcome new addition to the team, many of you may have seen her already. Kate works predominantly alongside the duty doctor and helps with acute home visits. We also welcome Dr Ee Laine Tang, our new GP Registrar. Dr Tang will be with us for the next year.

## Flu Vaccinations

We now have the flu vaccines in for this year. These are available for any patients who are in the 'at risk' categories below. Please book an appointment at reception or online if you are eligible. This year we have a different vaccine for those aged over 65 (*on or before 31st March 2019*) as this has been shown to be most effective for this age group. Those aged 18 – 65 will be given the quadrivalent flu vaccine as last year.

It takes 2 weeks to develop a full antibody response to the flu vaccine and it protects you for 6 months and it should cover you ALL winter. In the run up to Christmas we all spend a lot of time with friends, family and in crowded areas, ie. shopping, parties, family events etc. so make sure you are protected against flu.

As there is only one vaccine available this year for those over 65, when in previous years there were several to choose from, all Practices are having staggered deliveries and so we will be running clinics right up into November so don't worry if you are late in booking!

### You are eligible to receive a free flu vaccination if you:

- are 65 years of age or over
- are pregnant
- are very overweight
- have certain medical conditions: any chronic long-term diseases (eg heart, lung, neurological, cancer) or anything that impairs your immunity (eg. medication such as steroids, chemotherapy)
- are living in a long-stay residential care home or other long-stay care facility
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill
- are a healthcare worker with direct patient contact, or a social care worker.

If you are not sure if you are eligible please ask at reception. If you wish to decline a flu vaccination just let us know and we will annotate your records.

### Children eligible for vaccination in accordance with national recommendations for 2018/19:

- Those aged two and three years old on 31 August 2018 (but not four years) are eligible for vaccination in General Practice
- Children in reception class and school years 1, 2, 3 and 4 (those aged 4-8 on 31 August 2018) are eligible for flu vaccination **in school**
- **At-risk children** include those who have a long-term health conditions such as asthma and other respiratory diseases, liver, kidney and neurological conditions including learning disabilities, even if well managed.

We hope that you will choose to attend the surgery for your flu vaccination this year. You will be vaccinated in a properly equipped consulting room by a qualified member of our Nursing or GP Team who will have access to your medical records and are properly equipped for emergencies. Please do not think that you are helping us by not coming to the surgery for your flu vaccination. We have to buy all of the vaccines in for the number of patients eligible so by coming to the surgery to have your

vaccination you will also be supporting the surgery and help to ensure that resources are not removed from General Practice.

## **Meningitis ACWY / MMR Vaccine**

Recent media reports have highlighted the tragic deaths of several university students who failed to receive their meningitis ACWY vaccination through their GP.

The NHS provides a catch up programme to all school leavers who have missed the vaccination at school to provide them with the single dose of meningitis ACWY vaccination that provides excellent protection against this deadly condition.

Unfortunately take up is very low. In the last quarter we provided only two vaccinations. We were all young once and we understand that this age group do not necessarily prioritise vaccinations above other things going on in their lives.

We therefore encourage all parents of teenage children and university aged children to check that their child has received meningitis ACWY and if they haven't please encourage them to do so.

You can book an appointment with the Practice Nurse via reception.

Between 1/1/18 and 13/8/18 there have been 828 laboratory confirmed measles cases in England. Measles is a highly infectious viral illness that can have serious consequences. Measles can be more severe in young people and adults often leading to hospital admissions. Some adolescents who are now of university/college age may have missed out on their MMR (Measles, Mumps and Rubella) vaccine when they were younger.

The Practice continues to offer the MMR vaccine (2 doses) to all adolescent who do not have 2 recorded doses. Again, you can book an appointment with the Practice nurse via reception for the MMR vaccine.

## **PSA Testing**

PSA is a protein in the blood that can be raised in various prostate diseases.

The most common causes of a raised PSA are:

- Benign Prostatic Hyperplasia – overgrowth of the prostate that often occurs in older men and can cause difficulty passing urine, going to pass urine more frequently (particularly at night) and a poor urine stream
- Prostate Cancer – the most common cancer affecting men, the prostate gland can become enlarged but unlike the above it can spread to distant parts of the body, particularly bones, and is a leading cause of ill health and death in men. New techniques for treating early and advanced disease have become available in recent years.
- Prostatitis and Urine infections – infection in the bladder, prostate gland or other parts of the urinary tract.

### **Can the PSA be used for screening for Prostate cancer?**

PSA is not a very sensitive test for prostate cancer – that means that it will not pick up every case of cancer in other words there is a high false negative rate.

PSA is not a very specific test for prostate cancer – that means other conditions (see above) can also cause a rise in PSA or there is a high false positive rate.

In other words it is not very good at screening but at the moment it is the only simple blood test we have. We can improve how well we discover early prostate cancer by 2 other interventions:

- Filling in a brief questionnaire called the International Prostate Symptom Score -IPSS
- Checking the size, shape and consistency of the prostate gland by rectal examination.

That is why if you ask to have a PSA done you will be asked to do 3 things:

- Book an appointment for a blood test
- Fill in a questionnaire with the IPSS on it
- Book an appointment to see your own doctor for a rectal examination, discuss your symptoms and discuss your PSA result.

## **Proposed New Surgery**

The GP Partners remain committed to future proofing the surgery in order to meet the demands of a growing population.

Following the withdrawal of the Emsworth Victoria Cottage Hospital (EVCH) from the open market and the subsequent public meeting held to discuss its future on the 22nd August, a meeting was held attended by all key stake holders including two of the GP Partners, representatives from the South Eastern Hampshire Clinical Commissioning Group (CCG), NHS Property Services, who own the site (bar the garden), members of Emsworth United, Havant Borough Councillors and Alan Mak, MP. As a result of this meeting, it has been agreed that the CCG will commission a further options appraisal which will include the EVCH and the Redlands Grange site. We will let you know the outcome of this in due course.

## **Patient Confidentiality**

At all times we are obligated to protect all of our patients' confidentiality. This means that unfortunately we are unable to give out any information to anyone other than to the patient themselves unless we hold express written permission on the patient's records. This is sometimes difficult when the receptionist / doctor / nurse has to phone a patient and someone else in the family answers the telephone. We are not even able to say who is calling just in case the patient does not wish anyone in the family to know that they may be attending the surgery. This also applies to requests for results, prescriptions or queries about online access. Thank you for your understanding.

## **Repeat Prescription Requests**

If you wish to request a medication which is not on your usual repeat, it may be something you have used before, we cannot guarantee that the doctor will issue it without you being seen. If you need to put in a request for an item but have not got your previous repeat prescription request form then there is a form at the front desk which must be filled in. We do, however, need all of the details of the medication being requested, the name, strength, dose and reason for requesting it. We will no longer be able to process a prescription without these details and you may be asked to return to the surgery with the appropriate information.

If you have not already done so, do you know that you can nominate a pharmacy for your prescription to be sent directly there from the Practice? This means that you do not have to collect your prescription, take it to the pharmacy and wait for it. The prescription will automatically be sent direct hence just meaning you have one visit to the pharmacy. If you would like to nominate a pharmacy please ask at reception. Many thanks.

## **Same Day Appointments**

If you require an urgent same day appointment or advice the receptionists will ask for brief details about your medical condition. They are asking these questions at the doctor's request so that you

can be directed appropriately. We wish to reassure you that ALL members of staff are bound by the same confidentiality code.

## **E-Consults**

Have you tried our E-Consult facility on the website yet? If you have a non-urgent problem which you would like advice for there is self-help advice available but you can also complete an online form with your query and the most appropriate person from the Practice will respond to you by phone or email by the end of the next working day. This service is proving to be popular, however, please note that it cannot be used to request repeat prescriptions, these have to be requested via the usual system.

We would like to request that you do not email the Practice through our generic email address because of the volume of emails received to this account now from hospitals and other outside services but E-consult is a good way of you contacting us electronically should you wish to do so. Thank you.

## **Urine Infections and Urine Testing**

We have changed the process for checking if you have a urine infection and for doing routine urine tests (usually your doctor or nurse asks you to bring a sample for a check).

### **Urine Infection**

If you think you have a urine infection –

- Please **do not** bring a urine sample to the desk
- Ring the surgery and we will book a telephone consultation with either our Nurse Practitioner, our Paramedic or the duty doctor.
- They will ask some questions and on the basis of this arrange a urine test at the hospital or provide a prescription for treating infection (sometimes both)
- If the symptoms are not typical of a urine infection, or the patient is elderly or in residential care, the duty doctor will speak to you.

### **Urine Testing**

If you have been asked to bring a urine sample to the surgery for testing either dip testing in surgery or to be sent to the hospital laboratory:

- Bring the sample in the bottle provided and in the bag provided
- All samples must be fully and legibly labelled with your full name, date of birth and the time and date the sample was collected
- If the test is for the hospital you should have been given a request form or it will be available for printing off at the front desk
- The result of the test will be shared with your registered doctor or specialist nurse who will arrange follow up as appropriate.

## **Zero Tolerance Policy**

We operate a Zero Tolerance Policy which is available in the waiting room and on the Practice website and this policy will be enforced if necessary. Regrettably our staff are receiving verbal abuse on a daily basis both in the surgery and on the telephone.

We are sorry if you have had to witness this in reception, it is always upsetting for everyone involved. Our receptionists always try to be helpful and accommodating and do a very difficult job often under enormous pressure. We would like to thank all of you who support them when you have been on hand and witnessed this.

