

Hathaway Medical Centre Newsletter

Prescription Go Paperless

The ability to order your medication, online, directly from your medical records is available NOW! There is also an iPhone app to allow you to do this from your iPhone or iPad for those who are registered on the system.

NEW TELEPHONE NUMBER 01249 462775

Put patients first: Back general practice

The Royal College of General Practitioners (RCGP) and the National Association for Patient Participation (N.A.P.P.) are running a major campaign, called “Put patients first: Back general practice”.

“Patient care is being undermined by a growing crisis in general practice. GPs are struggling to cope with the rapid growth in the number of patients needing care. Yet the share of NHS resources spent on general practice is falling year on year and now more than 80% of GPs say they have insufficient resources to provide high quality patient care. Put patients first: Back general practice is our campaign to put an end to this crisis and safeguard patient care.”

“We are calling for a UK wide increase in the share of funding that goes into general practice from 8.4% to 11% of the NHS budget by 2017. This investment will transform care for patients and benefit the NHS as a whole by alleviating pressure on our hospitals and providing cost effective care closer to home.”

- 71% of GPs are forecasting longer waiting times for GP appointments in the next two years.
- Four in five GPs say it will become increasingly difficult to deliver continuity of care to vulnerable elderly people in the next two years.
- 49% of GPs say they feel they can no longer guarantee safe care to their patients.
- 80% of GPs say they now have insufficient resources to provide high-quality patient care.
- Nearly half (47%) of GPs say they have had to cut back on the range of services

General practice is the cornerstone of the NHS – dealing with 90% of patient contacts in our health service. High-quality, well-led general practice leads to better and more cost-effective patient care across the NHS – with higher numbers of GPs per head of the population associated with lower death rates in hospitals. GPs’ skills as ‘expert generalists’ mean they are uniquely placed to deal with some of the most difficult challenges facing the NHS, such as the rising number of people living with multiple long term conditions. But the potential for general practice to tackle such problems, and lead the development of services that better meet the needs of patients, is being undermined.

PLEASE SUPPORT YOUR PRACTICE BY SIGNING OUR PETITION OR BECOME INVOLVED AT <http://www.rcgp.org.uk/campaign-home.aspx> - FROM THIS WEBSITE YOU CAN SIGN THE NATIONAL PETITION AND WRITE TO YOUR MP



Queuing in Reception

We know how frustrating it can be to queue to be helped by our reception team. To save you having to queue you can:

- check in on the touch screens
- drop prescription requests in to the postbox outside the main entrance or the slot in the reception desk
- drop named samples into the slot on reception

Flu Factoid

Hathaway has to vaccinate over 3,500 patient against flu between early October and Christmas.

You can help us by booking your appointment early or telling us that you do not wish to receive one this year.

Annual Review for long term conditions

We send out thousands of letters each year inviting patients in for their annual review of long term conditions such as diabetes, asthma, hypertension, heart disease etc.

We plan to review patients during their month of birth and it will help us tremendously if patients contact us to request a review or alternatively contact us to say that they don't want a review this year (you can always change your mind later). By doing this you save your GP time and the cost of writing to you and you save the planet energy and trees.

Your Appointment is 10 minutes

In keeping with the national GP standard, your appointment with your doctor is for 10 minutes. Please bear this in mind when you plan your consultation and remember the consultation is just for you.

If you have more than one problem, please inform your doctor at the start of the consultation, so that together you can prioritise your list.

When appointments take longer than 10 minutes, it means that other patients are kept waiting and unfortunately this can build up to cause significant delays during the day.

Your doctor is able to arrange a follow up appointment to deal with further problems
The Partners

New Services

24hr ECG's – Hathaway is part of a local pilot scheme to save patients having to travel to Bath or Swindon to have 24 hour ECG. This saves patients two journeys to the hospital and the associated stress and cost. The scheme is being funded by Wiltshire CCG and will be reviewed later this year to make sure it is benefiting patients.

There has been an RUH outreach audiology service at Hathaway for several years. Now the GPs have the facility to ask for a quick **Hearing Assessment** for patients complaining of hearing loss. This enables the GPs and nurse practitioners to more accurately assess the problem and, if needed, to refer on to either an ENT opinion or full audiology assessment.

Dr Helen Pethrick



Dr Pethrick replaces Dr Brosch and is with us until January 2015.