



THE SPRING NEWS LETTER

Welcome to the Spring edition of the Gleadless Medical Centre Newsletter.

In this edition we wanted to let you know about some of the services we have available at the Practice to help deliver your health care.

NEW - Stop Smoking Clinic

In February we were delighted to welcome Maggie Milne, our own 'quit smoking advisor' to the team at Gleadless. She is now running a very popular Monday clinic that you can book into at reception if you would like to stop smoking. She will provide medications and support for anyone who is ready to quit!

All nicotine replacement therapy and other medications to help people stop smoking are available on an NHS prescription. This means that the cost of nicotine patches or gum or inhalers is either very much less than buying them over the counter, or EVEN FREE, depending on your circumstances. Please speak to any staff member if you would like more information about this and other quit smoking initiatives, or if you just have questions about the benefits of stopping.



Sheffield Stop Smoking service

0800 068 4490

Twitter, come follow us!



We are pleased to tell you that we are using Twitter at Gleadless Medical Centre. Like us you may have heard about Twitter and wondered just what it's all about, so we thought we'd explain it a bit here. The idea is that we run a profile for our medical centre on the Twitter website:

[\(www.twitter.com/GleadlessMC\)](http://www.twitter.com/GleadlessMC)

If you choose, you can use your own free Twitter account to follow ours. hmmm, not really any clearer! By doing this though we can keep you informed of developments, changes and new services or clinics at the Practice. The clever bit is that with Twitter, you can choose to have messages from the people you have chosen to follow delivered to your mobile phone as a free text message.

So, if you want occasional and important updates about what we're up to delivered direct to your mobile phone then sign up and come follow us!

NEW - What is Repeat Dispensing?

We are pleased to announce the introduction of a new way to order your repeat medications. In fact, the new bit is that you no longer need to order them at all provided you are on a regular medication with no recent changes and no changes planned. At each medication review the doctor is now able to check on the effectiveness and the safety of each of your medications and then issue a set of prescriptions spanning 6 months.

This will mean that all you need do when you finish the end of the packet is to call at the chemist to pick up your next one; the prescription has already been done.

This saves you time ordering each month from us, as well as speeding up the process of getting your treatment. We will set this up on an individual basis and only when medically possible. If you are interested please speak to a member of staff and we can get started.

At the end of the 6 months the chemist will prompt you to get in touch with us for your review and to arrange the next set of prescriptions.





The Three Minute Surgery ("TMS")

Running every day Monday to Friday at 10:30 until everyone has been seen. To get an appointment please present to reception from **08:30—12pm** and pick up a number.



From 4th of May of 2009 we will be offering TMS numbers over the telephone from 08:30am for a period of 6 weeks. The TMS clinic will run as usual in all other respects, starting at 10:30am and you will need to be here in time to see the doctor for the number you are allocated or you will lose your place. In response to requests from patients we felt it important to test this approach to assess the impact on patients, staff, this and our other clinics.

This clinic lets you see a doctor for a **single medical problem that can be dealt with in three minutes.** You will first see a health care assistant who will record your symptoms and then you will see a doctor to make a diagnosis and plan any treatment.

Examples of problems that can effectively be treated in TMS include infections, prescription enquiries and simple aches or pains. It is generally not suitable for conditions or symptoms that have been going on for more than a few weeks. This option is not for you if you have more than one medical problem to discuss and not for mental health problems such as depression and anxiety.

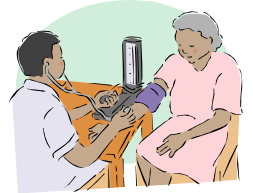
Doctor's Routine Appointments

These are pre-bookable appointments and can be arranged with reception in person or over the telephone on 0845 1222 686. We hope soon that we will be able to offer access to these and other routine appointments via the internet and our practice website. These appointments can be used to discuss all aspects of health care and plan treatment for simple and complicated medical problems.

You may wish to consider trying one of the other types of appointment here for discussing matters with the doctors or nurses. Sometimes a telephone appointment may allow us to deal with the problem quickly and easily.

PLEASE ensure that you attend your booked appointment or let us know in good time if you cannot.

Patients not showing for appointments accounted for 169 appointments and over 28 hours of doctors consulting time last month. This is equivalent to having another doctor working an extra day a week every week



Doctor's Telephone Appointments

Many matters can be simply managed by speaking with a doctor or a nurse over the telephone. Our receptionist may direct you to one of these appointments or feel free to ask for one yourself when calling.

Examples of things that can be dealt with over the phone include, simple paperwork matters, medication reviews for patients on a 1 or 2 repeat items, advice about other health care services. Making a diagnosis over the telephone isn't always possible and so you may be directed to one of the other appointment options if a face to face assessment is needed.



Doctor's Same Day Appointments

If you are unwell and feel that you cannot wait for a routine appointment, or that a three minute appointment is not going to be enough, please tell us. In such circumstances we will always aim to see you as soon as possible. As part of establishing what might be needed we may also arrange for a doctor to call you to make an assessment and agree a plan with you.



Nurse Appointments

Our nurses and health care assistants (HCA's) run a wide variety of appointment options for all sorts of health needs. These range from contraceptive planning, blood pressure monitoring, blood tests (including warfarin and rheumatology or DMARD monitoring), diabetes, asthma and respiratory or COPD reviews. The list is extensive, so please ask at reception if you would like to book in or learn more.



Cervical Screening

The need for screening for cervical cancer is in the front of everyone's minds at the moment and we would like to remind all women aged 25 to 64 that screening for this condition is available at the medical centre every 3 to 5 years depending on your age and previous cervical screening results.

Screening is an invaluable tool intended to detect the changes in the cells of the cervix *before* they become cancerous and so screening aims to prevent cervical cancer. It now also helps to detect some of the causes of cancerous change.

It is not unusual to feel awkward or embarrassed about having such an intimate examination but we will always offer you a female doctor or nurse and make things as comfortable for you as possible. If you have been sent a reminder for your screening then please book in at reception or over the appointments line on 0845 1222 686.

Please let us know if there are any issues you would like us to cover in the seasonal newsletter, The Doctors and Staff at Gleadless Medical Centre.