

Carlton House Surgery—June Newsletter

- Practice Newsletter

June 2016

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Doctor News

We are pleased to announce the safe arrival of Dr Mallott's baby in April and Dr Friel's in May.

Dr Matloob has now gone on maternity leave.

Dr Pollara will be going on maternity leave in August.

Dr Mallott is expected to return in January 2017. Drs Friel and Pollara are taking a year off each.

Dr Matloob has decided not to return to general practice after the birth of her baby as she wants to spend time with her family whilst they are young. We are sorry to see her go but wish her all the very best.

Dr Domike Isiodu will be leaving the surgery after 2 years in August, We also wish him all the best as he locums in various GP practices.

We hope to be able to announce replacements for Drs Matloob and Isiodu shortly.



Issues facing Carlton House Surgery

As you can see from the “doctor news” above, we are going to be dependent on locums for the next year or so to cover all the doctors who are off on maternity leave.

We do understand that this impacts on patients who like to feel they are seeing doctors who know them. It also impacts on us as doctors and staff at the practice because locums

- do not do paperwork, visits, telephone consultations, look at results which means the regular doctors have much more of this to do and
- b) are much more expensive than regular doctors. Currently we cannot afford to replace all of our doctors on maternity leave as the practice would not survive in the financial climate of the current NHS.

We do understand that this may mean that you feel that the service you are receiving is not what you would like. You are welcome to let us know if this is the case but please be aware that we are trying our hardest to make the practice work for its patients and to continue offering a good service. Please consider complaining to your MP about the current crisis in general practice because ultimately this government is responsible for the woeful underfunding of the service.

Additionally, please consider the following ways in which you could also help:

- * Please sign up for electronic prescribing. There were initially some teething problems which put some patients off but this is a much more time-efficient process than paper prescriptions and those initial problems have been sorted.
- * Please consider requesting your prescription a week before you need it rather than 2-3 days before. Although we work hard to try and get prescriptions out on time it can be difficult when we have literally hundreds a day and (with the locum coverage) just 2 doctors sometimes who sign prescriptions.
- * Consider seeing or speaking to the pharmacist before the doctor. We do see a large number of patients who do not need to see a doctor. Children over 2 and adults under 75 do not usually need to see a doctor with: a cold, runny nose, sore throat lasting less than 5 days, vomiting, diarrhoea lasting less than a week, conjunctivitis, cystitis (ask for a call from the doctor instead), hay fever. We see patients with these conditions every day and this wastes appointments that could be used to see people who are more unwell.
- * In addition, if you are improving then it is unlikely you need to be seen. We do see a number of patients who report they were ill a few days previously but are better or are getting better. This is good news! but does not need to be seen.
- * Do not ask for an appointment for a dental problem as we cannot prescribe or deal with dental issues

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Holiday checklist

If you are going away this year this is our suggested “medical” holiday checklist:

- * If you might need immunisations, fill in the holiday form and hand back to the receptionists at least 8 WEEKS before the date of travel
- * Check you have enough medication at least 2 WEEKS before you need to travel
- * Check you have informed your travel insurance company of all your medical conditions (including any recent changes or planned investigations)
- * If you are travelling to Europe, ensure you have an up-to-date health insurance card which entitles you to care in the EU. You can go online at <https://www.ehic.org.uk/Internet/startApplication.do> to get this
- * Buy a supply of simple painkillers (paracetamol and/or ibuprofen) and anti-histamines to take with you
- * If you are prone to heat rashes or reactions to insect bites then consider taking daily anti-histamines whilst you are away
- * If you are travelling to hot/sunny areas then ensure you have sufficient sun creams to protect you from sunburn and the risk of skin cancer
- * You should not usually need a letter from the GP about medication etc but very few countries / airlines do request one. Usually your repeat prescription slip will be enough. If it is not then there is a £40 standard charge for any letters

Hospital matters



Caption describing picture or graphic.

If you wish to raise concerns about anything relating to a hospital stay or appointment then PALS (patient advice and liaison service) is the relevant place to start.

Barnet and Chase Farm:

020 8216 4294 or bcfpals@nhs.net

Royal Free Hospital:

020 7472 6446 or rf.pals@nhs.net

North Middlesex Hospital:

020 8887 3172 or northmid.pals@nhs.net

If you wish to enquire about a routine referral that has been made for you (eg if you have not heard about the appointment date) please call the “Enfield Referral Service” on

020 3688 2188

Please be aware that hospital secretaries and administrators do sometimes ask patients to call the GP to “speed up” an appointment. The referral system and appointments are entirely out of our hands so please do not contact us directly as there is nothing we are able to do.

Appointments

We are aware that our appointment system does not suit everybody.

We are aware that some people would prefer more pre-bookable appointments. Some people would prefer more on-the-day appointments. Some people would prefer to be able to see a particular doctor more easily. Some people don't care who they see but they want to be seen at a particular time on a particular day.

We cannot meet all of these preferences.

We are doing our best with very limited resources.

If you feel you cannot cope at all with our appointment system then there are other local practices which might suit you better. Otherwise please accept the limitations caused by ever-increasing demand.

Current advice suggests that GPs should not be consulting with more than 25 patients a day as after this they become fatigued and the risks increase. We are currently routinely consulting with 42 patients a day per doctor—and this is before any “emergencies” are dealt with.

We can manage at this level but cannot safely increase. Therefore if demand continues to increase we will have to redirect patients to other sources of care eg UCC or A and E.

We still have a large number of patients who do not attend their appointments which wastes time for doctors and means we cannot offer an appointment to another patient. PLEASE call to cancel if you do not need your appointment.

GP Funding: £136 a year

General practice gets £136 per year per patient (on average). Carlton House Surgery gets below this figure per year.

This is supposed to cover the cost of 2 appointments per patient to the GP per year. As we have already pointed out, demand in Enfield is for almost 8 appointments per year.

Some of our patients are very unwell or terminally ill and require a great deal of care. We try and offer this as best we can.

We are rightly proud of the good service we continue to offer despite the desperate under-funding of general practice.

We would prefer to offer a better service. We are well aware that we used to be able to offer more of what patients like.

However we can do no more than we are currently doing.

Please complain to your MP about the state of general practice. Feel free to raise concerns with us if you are unhappy.

But please be aware that your doctors are working very very hard (an average of 13+ hours a day), that “part time” usually means that they are working more than a normal person works in a full time week and that they mostly don't get to see their children at all on days when they are working. Recruitment is extremely difficult as no one wants to work like this.

We are doing our best!

This money could buy you:

- ◇ 11 months' pet insurance
- ◇ One coffee a day for 3 months
- ◇ Sky family bundle for 5 months
- ◇ Less than 3 tanks of fuel for a Vauxhall Astra
- ◇ 6 months of mobile phone use



Changes to some services currently offered by Carlton House Surgery

Currently Carlton House Surgery, in common with most Enfield practices but not most practices nationally, offers a large number of services for which we receive no pay at all. You may be aware that nationally practices are paid for an average of 2 visits per patient per year and that in Enfield patients attend more than 7 times a year on average. In light of this we cannot continue to do unpaid work. From September, if current negotiations are unsuccessful, we will no longer carry out:

- Any post-operative care including dressings and suture removal
- Any monitoring of medication started in hospitals eg under rheumatology/warfarin etc
- Any follow up from pre-op clinics
- Please see website for updates on this

carltonhousesurgery.co.uk

Our website is regularly updated with advice and information.

Please look at it for answers to any queries before contacting the surgery.

Letters for schools / exams

If schools request letters to show a child was ill we will give them a print-out of information showing that this is not a doctor role. As parents you have the power to decide whether your child is well enough to attend school or not! It does not take a doctor to do this. Ask at reception if you need this information for your school.

Home visits

Patients and carers are reminded that home visits are designed for those who are permanently housebound (cannot get out to the shops, relatives or hairdressers) or patients who are terminally ill.

Lack of access to free transport is not a reason for a home visit, which takes up a disproportionate amount of doctor time and cause difficulty to the doctor due to poor lighting, lack of access to diagnostic tools etc.

Any home visit requests should be phoned to the surgery before 10.30 am and will be triaged by the duty doctor. They will make the decision about whether a visit is required. Any requests for urgent visits will be advised to attend A and E.

Topical condition: Hay Fever

Hay fever is a very annoying and troubling condition causing some or all of the following symptoms: watery itchy eyes, runny nose, itchy red skin, dry cough, wheeze. The best treatment is a combination of a nasal spray and an anti-histamine. We usually recommend cetirizine, loratadine or chlorphenamine, all of which can be bought for a few pence over the counter. You can also buy the nasal sprays for less than a prescription charge. It is best to start treatment a couple of weeks before your symptoms start in order to reduce your symptoms more quickly. Continue them daily (every day) until the season is over.



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