



# Friends of Park Surgery

(Patients Participation Group)

Newsletter No 72

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Charity No 1011608

**CONGRATULATIONS** to the practice, and particularly **Dr Liz Fisher**, for being **HIGHLY COMMENDED** in a research award run by the National Institute for Health Research and the Royal College of General Practitioners. **This is a national award and Park Surgery is the first and only practice in Kent, Surrey and Sussex to have achieved this.** Dr. Imran Rafi of the Royal College said: "The award winners are making an outstanding contribution to clinical research within primary care."

Dr. Fisher and other clinical staff have taken a lead in various research projects - see more details on page two - and we are very proud of their achievement. Thanks are also due to the patients who have taken part in clinical research - it could not happen without your help!

The awards will be presented at the RCGP Conference in Harrogate in October.



## **ACCESSIBLE INFORMATION STANDARD**

*If you, or a family member, have an impairment or sensory loss, we need to know your communication needs. Please speak to one of our receptionists for further information. The staff are keen to help but need to know how best to offer assistance.*

## **STAFF NEWS**

We are pleased to tell you that **Dr. Christina King** returned to the practice from 3rd October.

**Dr. Nat Athallah** will be away for six months while on sabbatical leave from 18th November. His patients will be looked after by Dr. Imran Khan



## **CAR PARK ALERT!!**

There have been three serious incidents involving cars in the surgery car park. In one event three cars were involved in one crash. In the other two incidents cars crashed into the surgery building. **One patient leaving the building escaped serious and potentially fatal crush injuries by jumping on the car bonnet and in the other a mother with a baby in a buggy managed to move out of the way just in time.** You may notice that the surgery wall by the entrance has been damaged.

There have been numerous bumps and scrapes to cars in the car park where a note has not been left or the surgery notified by the culprits.

We would suggest that it might be better for your peace of mind (and cheaper in the long run) to pay in the nearby car park or in Swan Walk if you are able to walk across to the surgery. **If you are not feeling well please think carefully before you drive for your sake and for the safety of others.**

## 100 Club Draw Winners 2016



*The Draw Winners are as follows:*

### **July 2016**

*Dr. I. Mogford (£80)*

*Mrs. E. Bean (£30)*

*Mr. & Mrs. Ordidge (£15)*

### **August 2016**

*Mr & Mrs. King (£80)*

*Mr. and Mrs. Jones (£30)*

*Mr and Mrs Stoke (£15)*

### **September 2016**

*Mr and Mrs. Leggett (£80)*

*Mrs. J.R. White (£30)*

*Mr & Mrs. Shields (£15)*

### **October 2016**

*Mrs. S. Osborne (£80)*

*Mrs. Z. Harris (£30)*

*Mrs. D. Watt (£15)*

***You can join the Draw for only £12 a year  
Contact Tara Ledger at the surgery for more information***

## ALTERNATIVES TO GP APPOINTMENTS

*All the doctors in the practice are keen to see their patients as often as needed.  
Sometimes it might be helpful to get advice elsewhere and the options include:*

**Dialling 111: For expert, confidential advice and information - 24 hours a day 7 days a week**

**Minor Injuries Unit, Horsham Hospital - no appointment needed for minor injuries - 9 am to 5 pm Monday to Friday excluding bank holidays - see page 4 for more information**

**Urgent Care Centre, Crawley Hospital - no appointment, turn up to see one of the health team - 24 hours a day 7 days a week - see page 4 for more information**

**Clinical Assessment Unit - Crawley Hospital. This is to diagnose and treat adult patients to avoid emergency admission to hospital. Your doctor will decide whether to refer to the unit. It is not possible to self-refer.**

**Dialling 999: Ask for the ambulance service for serious accidents and life threatening emergencies - 24 hours a day 7 days a week**

**Ask a pharmacist (chemist): For medicines and minor ailments talk to your local pharmacist. This service is available during pharmacy opening hours**

**Out of Hours GP service: For serious or urgent health problems when the surgery is closed dial 111. Not for repeat prescriptions, test results or routine appointments**

*We have included more detailed information about these services in this newsletter.  
They are not designed to replace your GP but to add other options that might be helpful*



## **UPDATE ON PARK SURGERY RESEARCH**

The following research projects are taking place in the practice:

- Help Beat Dementia:** Leaflets are distributed to patients during consultations
- HEAT:** Investigating the treatment of stomach ulcers
- CANDID:** Focusses on early cancer diagnosis. There is still space for more patient involvement in this project
- MINDSHINE:** Exploring the effects of stress on NHS staff
- PAINOMICS:** Looking at chronic lower back pain
- TIME:** Investigating whether taking medication at a different time of day has an impact on its effectiveness
- GARFIELD:** Work on atrial fibrillation now at the follow up stage

*Any patient who is interested in taking part in a research project should discuss this with their medical practitioner*

### ***Using your Pharmacist***

The traditional role of the pharmacist, dispensing prescriptions written by doctors, has changed. Pharmacies now offer a range of health services.

**New Medicine Service:** If you are prescribed an anticoagulant or medicine to treat asthma, COPD, type 2 diabetes or high blood pressure for the first time we can offer extra help, advice and information for free.

**Medicine Use Review Service:** We can call you into a consultation room to talk about the medicines you are using, how to take them and why you are taking them.

**Other free services** include the NHS flu vaccine for the over 65's and those at high risk from conditions such as asthma or diabetes. We can offer the morning-after pill for women between 18 and the menopause. Both these services take place in our private consultation room.

**Private services** such as erectile dysfunction medication and malaria prophylaxis both require a consultation but the medication can be prescribed without seeing a GP or getting a private prescription.

**Do remember you can consult your pharmacist for minor ailments such as coughs, colds, rashes and minor injuries. Many can be treated by the pharmacist rather than by your GP. Pharmacists and their teams are trained experts in the use of medicines and can advise you on the safe use of prescription and over-the counter medicines.**

***Alex Davies-Jones, Day Lewis Pharmacy Manager, Park Surgery***



## LOCAL ALTERNATIVES TO GP APPOINTMENTS - QUICK CHECKLIST

**Minor Injuries Unit, Horsham Hospital**  
**9 am to 5 pm Monday to Friday (excluding bank holidays)**

<p><b>Accepts the following:</b></p> <ul style="list-style-type: none"><li>Abrasions Small abscesses</li><li>Animal, human and insect bites</li><li>Burns up to 2% of body</li><li>Chest and rib injuries</li><li>Children over 1 with minor injury</li><li>Dislocations—finger, shoulder, kneecap</li><li>Non penetrating eye injury</li><li>Nose bleed following minor trauma</li><li>Falls—simple with minor injury</li><li>Fractures - clavicle, humeral, elbow, lower arm including wrist and hand, knee, lower leg including ankle and foot (closed with no gross deformity or major trauma)</li></ul>	<p><b>Does not accept:</b></p> <ul style="list-style-type: none"><li>Children under 1 year</li><li>Head injuries with loss of consciousness and/or head injury with GCS below 15</li><li>C-spine injury</li><li>Penetrating injury</li><li>Alcohol or drugs</li><li>Nice Guidelines exclude patients over 65</li></ul>
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## Urgent Care Centre, Crawley Hospital - 24 hours every day



<p><b>Accepts the following:</b></p> <ul style="list-style-type: none"><li>Coughs, sore throats,</li><li>Ear pain, ear discharge</li><li>Fever, headache</li><li>Nausea, vomiting</li><li>Diarrhoea, abdominal pain</li><li>Joint and/or limb pain</li><li>Lumps and bumps</li><li>UTI's</li><li>Pneumonia, upper respiratory infection</li><li>Pins and needles</li><li>Vaginal discharge</li><li>Knee fractures</li><li>Deliberate self-harm</li><li>Cellulitis</li><li>Digit dislocation</li><li>Mild asthma exacerbation</li><li>Post exposure prophylaxis</li></ul>	<ul style="list-style-type: none"><li>Foreign bodies to orifices and digits</li><li>Basic burns and scalds</li><li>Dislocations excluding hips</li><li>Eye injuries and conditions</li><li>Non life threatening allergic reactions</li><li>Pregnancy related problems</li><li>Depression, low mood, anxiety and low grade self harm</li><li>Localised skin infections, e.g. scabies</li><li>Impetigo and paronychia</li><li>PV/PR bleed unless haemodynamically unstable or bleeding profuse</li><li>Head injury</li><li>Muscle and joint injury, strains and sprains</li><li>Back pain</li><li>Patients with actual and suspect bony injury</li><li>Lacerations and wounds requiring closure by all methods</li></ul>
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