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East Street, South Molton, Devon, EX36 3BU Tel: 01769 573811 Web: d-ccg.eaststreetsurgery@nhs.net



Telephone Numbers

Boots Chemist - 01769 572576
Care Direct – 0345 155 1007
Citizens Advice Bureau - 01769 572342
Day Lewis (formerly Curries) Chemist - 01769 572528
District Nurses 01769 57310
Health Visitor - 01769 575176
Health Visitor Ansaphone - 01769 575189
Midwife (Clinic @ SMCH) - 01769 579154
Midwife (Messages) - 01769 573101
NEW Devon CCG - 01769 575100
NHS Helpline – 111
North Devon District Hospital - 01271 322577
Opticians - Byrnes & Byrnes - 01769 599670
Opticians – Mr. Donner – 01769 572064
Patient Transport - 01271 314332
Police – 101
Rural Outreach Advice Project – 07971 824911
Samaritans - 01271 374343
South Molton Community Hospital - 01769 572164
Volunteer Bureau (Car Transport) - 01769 573167



COMMUNICATION NEEDS



Easy read



Large print



BSL



Braille



Email or SMS text



Other communication support

The New Accessible Information Standard tells organisations how to support people's communication needs. Organisations which provide NHS or adult social care must do five things. They are:

1

Ask people if they have any information or communication needs, and find out how to meet their needs.

2

Record those needs in a set way.

3

Highlight a person's file, so it is clear that they have information or communication needs, and clearly explain how those needs should be met.

4

Share information about a person's needs with other NHS and adult social care providers, when they have consent or permission to do so.

5

Make sure that people get information in an accessible way and communication support if they need it.

Visit the **Communication Needs** page on our website for a link to a form where you can tell us about your communication needs which can be handed in at Reception or emailed to the Health Centre at d-ccg.eaststreetsurgery@nhs.net.

Are you at risk from flu?



**Get the jab –
Get flu safe**

To book your jab,
contact your GP today

Flu can be really serious.
Getting a flu jab can protect you all winter.



It's free if you are pregnant, over 65 or have a health condition such as severe asthma, diabetes, a chest/heart/liver/kidney complaint, lowered immunity or are a carer.



Call [East Street Surgery](#) today to book your flu jab appointment.

Support your GP Practice and book your appointment today!

11 tips to get the most out of your GP

The average GP appointment lasts 10 minutes. 10 minutes. Yes, 10 minutes!

Lots of people are aware of this fact; but have you ever actually stopped to think how long that actually is. The answer is not long. And don't forget that the clock starts as soon as your name is called, so the 10 minute-slot includes you walking into the doctor's room, taking off your coat (more on that later), having your consultation, putting your coat back on, leaving and then the doctor writing up your notes and requesting various investigations, etc.

It's also worth mentioning that in an average surgery of 20 patients - spending just two extra minutes with each person leaves you well over half an hour late by the time your last patient rolls in. So please try to remember this whilst you are gnashing your teeth in the waiting room.

Clearly time is tight. In order that you get as much as possible out of this small time slot, there are a few things you can do to help things go as smoothly as possible.

1. Be on time

Yes, yes I know doctors always run late. This is very true. But just in case they are running to time, don't waste all-important minutes by being tardy.

2. Don't get too comfy!

Unless you need to show the GP a huge lesion on your arm, don't start peeling off scarves or coats and laboriously hanging them up. You are wasting valuable time that could be better spent discussing your problems. The same applies to lovingly and caringly removing layers from your beautiful baby or changing their nappy. Not in the doctor room please!

3. If possible leave the kids at home

I am definitely guilty of this one, but if at all possible try to off-load the children with someone during the consultation. Inevitably parents get distracted trying to keep little Jonny in order. This results in a tendency to, not only waste time, but also stops you from being fully-focused and engaged in the consultation. (Needless to say, if you do bring your child and bribe them with sweets, and/or your iPad that is totally fine!)

4. Don't bring a list

It's an oldie but a goodie. Please don't come in brandishing a list of umpteen complaints that all need sorting today. It is unrealistic to expect to deal with so many issues at one time. Pick the most pressing problem and try working through that, rather than leaping between troubles and not addressing any of them properly.

5. Think about your 'story' and tell it chronologically

If possible try to tell your story from the beginning; for example 'it all began three months ago when I first had a pain in my side...'. You want to try and paint a picture for your GP of your symptoms and the story that goes with it.

6. When giving timings try to be accurate

When asked when your symptoms started, it's best to try to be as specific as possible. Saying 'a long time', 'it seems like forever' or 'not long at all,' are all really unhelpful because the meaning varies so much between patients. If possible, try to talk about durations in terms of hours, days, months or years; broad-bush timescales which everyone can understand. Again it just saves time if your story is as clear as possible from the outset.

7. Don't be embarrassed

Your doctor will not be shocked by anything you tell them...honestly!

8. Be aware of how consultations usually work

Generally speaking, your consultation will follow this pattern:

- You tell your story
- The doctor asks you specific questions based on your story
- Your doctor will examine you (although not always necessary)
- Your doctor will discuss what they think might be going on and suggest treatment options or plans
- You ask questions/discuss 'the plan'.

This is how we are as doctors taught to do things, right from the start of our training at medical school. For most GPs, it is just second nature. I only mention this as it is very important when it comes to point 9...

9. Get the important issues out first

If there is something you are really worried about, for example, a breast lump or crushing chest pain, please, please mention it first. Loads of people talk about something relatively minor to start with as a kind of 'warm-up'. If your GP doesn't know that the real problem is coming up, they will spend your 10-minute appointment discussing your verruca (entirely possible I assure you!). If you then casually mention you are worried you might be having a heart attack, the verruca somewhat pales into significance. Be bold - mention your real worries upfront.

10. Don't quote Google...or do?

This is a bit of a tricky one and I suspect all doctors feel differently about the internet. My own feelings are thus: please don't tell me what your diagnosis is as a 'fait accompli' (in other words, something that has already been decided). This is unhelpful and often quite distracting. However, if you are worried about a specific illness please do tell me as I'd rather we discussed it and (a) you might be onto something and we can talk about what to do next, or (b) I can reassure you and you'll leave feeling much happier (hopefully!).

11. Be kind

Despite what you read in the press or on many web forums the vast majority of GPs really are trying their best to help you. If you can muster up a smile or a thank you, it will make their day!

Dr Jessica Garner is a GP and health blogger.

