

Issue Spring

May 2010



GLASTONBURY HEALTH CENTRE

Patient Newsletter

Your help needed...

Most doctors agree that there is an increasing demand for appointments. This has a “knock-on effect” for surgeries who may need to employ more staff or change the appointment system to accommodate changing habits. One key area is the health centre telephone system, currently struggling to meet demand of patient calls.

In recognition of this, we have up to 5 staff answering incoming calls at peak times, but still may not be sufficient to meet demand. We also recognise this can be frustrating for patients—so we would like to ask for your help to reduce demand at key times in the following ways:

Ordering repeat medication

- Request repeat medication after 10.30am in the morning
- Register with a local pharmacy and they can request your medication for you.

Test Results

- Please ring for test results during the afternoon (after 2pm)
- Avoid Mondays if you can.

Appointments

- If your appointment is a routine follow-up please avoid Monday as it is our busiest day.
- Plan your appointment ahead— you can book up to 4 weeks in advance.

Thank you.

New Premises - Our plans for a new and exciting health centre have been progressing well

We have been working hard to ensure the new health centre will remain in the centre of Glastonbury and provide community services from which everyone will benefit. The partners and staff have been working with architects and local councillors to come up with an ideal design. We are now pleased to be in the position to share these plans with you and the community.

The community notice board (on the left side of the waiting room as you enter the main front doors) will feature these drawings and summary information.

A great deal of thought and planning has gone into development and you will see that we have invited the dental access centre, children’s centre and café currently

at the ‘Bay Tree’ to be co-located in our centre. We are in the closing stages of finalising these plans.

We welcome your constructive comments. Please pass your written comments to reception, who will pass these to the planning team.

The proposed premises will be lodged for planning during the next 3 months with the aim of beginning construction in the autumn.

During the construction phase we will continue to provide our services from the current premises. However, clinics and services will be offered at different times and in different rooms. We will provide information on any significant change through reception, the notice board and newsletter.

A Burning Issue...

Lying in the sun can be one of life's great pleasures. But too much sun on your skin could become one of life's problems, especially if you burn. Too much sun can lead to skin cancer.

The risk of skin cancer increases if you burn. Sun burn is skin damage. On the surface it peels away, but deep down the damage remains. Sun worshippers can age before their time, the skin becomes dry, wrinkled and leathery.

Skin cancer facts...

Nearly all skin cancers are caused by the sun. There are two main types:

1. *Non-melanoma*

A far more common form of skin cancer than melanoma, and generally less dangerous. It is nearly always curable.

- About 36,000 new cases every year
- The number of new cases has doubled in the last 30 years
- Affects men and women equally
- Usually found in the over-60's

Non-melanoma are thought to be related to overall lifetime exposure to the sun, which is why they occur mainly in elderly people.

2. *Malignant melanoma*

This is the most dangerous form of skin cancer. It can spread rapidly, but if caught and treated early the chances of survival are good.

- Over 4000 new cases every year
- The number of new cases has doubled in the last 30 years
- More commonly found in women
- Affects young adults as well as older people

Melanomas are most common among sun-sensitive people who spend most of the year covered up and then take two weeks holiday in the sun.

Take care not to burn...

Burnt skin is not just painful and unsightly at the time, nor does it help you tan more quickly. Over-exposure to the sun, leads to some permanent skin damage and a greater risk of skin cancer later in life.

1. Clothing is the best sunscreen. The more tight-woven the cloth the better it is at blocking the sun's rays. Loose fitting clothes will also help to keep you cool.
2. Sunglasses are vital for protection of the eyes—look on the label for British Standard BS2724.
3. Wide brimmed hats will help shade your face and especially protect your nose and ears, the most common sites for skin cancer.
4. At midday the sun is at its highest point in the sky. The sun's rays have least distance to travel through the atmosphere and so it takes the shorter time to burn.
5. Choose a sunscreen with a Sun Protection Factor (SPF) of 20 or above. Spread it liberally, applying frequently, taking particular attention to rarely exposed parts of the body.

Do not only rely on the 5 points above. You should limit the length of time you spend in the sun.

Who should take care...

Some people are more at risk of skin cancer than others. The more sun-sensitive you are, the more protection you need.

Babies and small children are at greater risk of skin cancer and people who:

- Burn easily
- Have already had skin cancer
- Have a large number of freckles and moles.

It is not just sunbathers who are at risk. Builders, farmers, gardeners, people who play outdoor sports and anyone who spends time in the sun—all need to take care.

Travel Vaccination Clinic

At this time of year you have probably just planned and paid for your holiday.

But with just weeks to go before you and your family fly to sunnier climates, have you thought about travel vaccinations?

Your holiday brochure or Travel Agent will be able to advise you on what is recommended by the World Health Organisation (WHO) but if in doubt, contact the health centre.

Ask the receptionist for our practice travel form. When completed hand it back to reception.

A practice nurse will contact you and discuss your travel needs and advise you of any like cost for the medication/immunisation. If necessary a convenient appointment will be arranged. We do ask that if there is a charge that you pay in full at your first appointment. Failure to attend an appointment may incur a charge as we sometimes have to order and pay for vaccines prior to your appointment. Thank you for your co-operation in this matter and enjoy your holiday knowing you and the family are fully protected.

Calling all patients with access to the internet

Would you like to receive the practice newsletter via an email?

Our practice newsletters are quarterly and aim to inform our patients of service developments and changes.

If you would like to sign up to our on-line Newsletter please complete the pink form attached and hand to reception or post in our prescription post box (green box) on the wall by the self check-in screen.

Text messaging to remind you of the date & time of your appointment

Each month we lose the equivalent of 5 doctors clinics (75 appointments) and 4 nurse clinics (72 appointments) due to patients failing to attend. At the same time we are looking at how we can improve access for our patients requesting appointments and telephone advice. These 147 lost appointments are therefore a wasted valuable resource.

We are now able to text patients with mobile phones (and some landlines) with a reminder of their appointment date and time. If you feel this would be useful to you, please complete the pink form attached. We will then place your details on our system. Please remember that if you change your mobile number to inform the health centre immediately.

NHS Choices website

Are you interested in finding out more about health, lifestyle and your GP practice?

www.nhs.uk has answers to the most frequently asked problems! Medical advice on chronic disease, common topical ailments (swine flu) and self-help guides and assessments.

If you are interested in finding out about your health centre performance ratings select the 'find and choose services' tab, select GP and type Glastonbury Health Centre, then select 'compare to other services'.

GLASTONBURY HEALTH CENTRE

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*We are interested in your views, opinions and suggestions on
how we can improve our service range and process.*

Write or email the practice manager

*you could help in improving the health centre services and
patient communication.*

Opening Times

Monday, Tuesday, Thursday & Friday 8.45am until 6.30pm

Wednesday 8.45am—7.30pm (closed for Training 12.50-2.10pm)

Saturday 9am –12 noon opening on: 22nd May 2010
5th June 2010
19th June 2010
3rd July 2010
17th July 2010
31st July 2010
14th August 2010
4th September 2010

Please remember that Wednesday evening & Saturday morning clinics are by
appointment only

For medical emergencies when the Health Centre is closed please
contact
0845 408 8000

Staff News—Dr Roy Welford on sabbatical

Dr Roy Welford is currently on a 3-month sabbatical. In his place, we warmly welcome Dr Lydia Wood. Dr Wood has joined us from Minehead and is an experienced qualified GP.

Dr Mary Helsby, who has been away on sick leave, is hoping to come back during the summer and we would like to take this opportunity to thank everyone for their warm wishes, which have been passed on.

Dr Jay, who is well known to us, will cover until Dr Helsby's return. Congratulations to Dr Caroline Botley, our registrar, as she has passed her general practice exams. Dr Botley is on a year placement which is due to finish in August.