

Newsletter

Late Winter 2018

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Fund Raising

The PPG are donating £450 to the practice to help fund some new equipment:

- A cholesterol checker.
- Three fridge temperature loggers



New Consulting Room

At the surgery there was previously a room let to an osteopath but it was only lightly used and is now vacant, so it will become another consulting room.



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Staff Changes

There have been some staff changes at the surgery. Sandra Cox is now Nurse Team Leader and Sue Hateley has joined as a Nurse Practitioner. Two admin. people have left and new staff have been recruited.

Surgery Extension

The landlord is negotiating with East Northamptonshire Council and the developers of the new housing estates to agree a change to the agreements to allow funding to be released to pay for the new extension.

Complaints and Facebook

Social Media is not the place to complain about the surgery - there is an official complaint procedure for that purpose - nor is it fair to make remarks about individuals who cannot respond.

The Cottons
Medical Centre
01933 623327

The main surgery
telephone line is
closed from
12:30 to 1:30pm

Appointments can
be made & repeat
prescriptions can
be ordered via the
practice Web site.

Care Navigation

There have been some remarks about being 'questioned' by the receptionists in various media, so this is to try to explain the reasons for this procedure.

Firstly, the practice are not doing this just because they feel like it, or to make life difficult for patients, or because anyone is 'nosey'.

The system of Care Navigation is an NHS initiative.

The idea behind Care Navigators (receptionists to you and I) is to direct people to the best clinician/specialist to help with their problem. For example, if you see the doctor and say "My back aches" and he/she then refers you to a physiotherapist, why not go to the physio straight away?

This way some of the doctor's time is saved, and also the patient's time is saved and they can be getting their treatment that bit sooner.

The process is in no way intended to deny anyone an appointment with a doctor. After receiving advice that seeing a physio (for example) might be the best course, you can say that you still want to see a doctor and that will be respected.

Also, while the receptionists are not clinically trained, i.e. they are not doctors or nurses as such, they are trained to guide people in the way explained above.



Pneumococcal 'pneumonia' Vaccination



If you are in a group thought to be at higher risk than normal to get pneumococcal infections, you can have a vaccination.

People who are eligible for this vaccination are babies, people aged 65 and over, and babies/adults with certain medical conditions, such as heart or kidney problems.

Babies would usually have vaccinations at 8, 16 and 52 weeks old.

Older people would have a single vaccination that lasts for life.

More information is available on at:

<https://www.nhs.uk/conditions/vaccinations/pneumococcal-vaccination/>

Gym Referral

This is a very short report on my experience of going to the gym, and the benefits accruing from it.

Without going into too much detail, suffice it to say that I was pretty unfit, walking up stairs made me puff a bit, and overweight, and also was recently diagnosed with a condition that is thought to benefit from exercise.



So I saw the doctor and asked to be referred to the gym. I went along and saw Tom Hatton, who measured me in various ways, discussed what the scheme was about, and set me up with a programme of exercises to suit my needs and condition.



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I'll be the first to say that it isn't easy. The fact is though, if you don't do things hard enough to feel like you are working at it you won't gain much.... and now I am starting to feel the benefit. Where walking around the loop of paths in the Warth Park park used to have me puffing and sitting down at regular intervals, I can now do it relatively comfortably. I am not yet ready to run a marathon, but I am feeling better, and have a bit

more energy and willingness to do things rather than sit around.

In some respects I feel like I've stepped back from a cliff-edge, as I was probably a candidate for various medical problems due to weight and poor cardiovascular condition. Now perhaps I am on the way to improving that situation. As I said above, it isn't easy but after a session I do feel good, and like I've achieved something. It's the endorphins apparently!

So, get down to that gym.... I recommend it.

One last thing, don't feel like you'll be out of place amongst a lot of lycra-clad body-builders. It's not like that at all, there is a mix of people of various ages, body shapes, levels of fitness and so on.

Listening to patients' opinions

The Patient Participation Group exists to provide feedback to the Practice on patients' views, suggestions, and so on. We also do other things like fund-raising and so on.

New members to the PPG are welcome, and people can:

- attend meetings (6pm at the Cottons Medical Centre, every 6/8 weeks),
- register to receive information via e-mail, if unable to attend meetings.

If you would like to find out more information about the Patient Participation Group (PPG) please email ppgcottons@gmail.com or ask the receptionist.

NHS Choices feedback/reviews

Please consider leaving a review of The Cottons Medical Centre on NHS Choices. Feedback does help to improve services.

Go to www.nhs.uk and choose the 'Find local services' option, or direct to:
<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=38292>

Northamptonshire Healthcare NHS Foundation Trust run support groups, clinics and so on. Here is a Web page giving a list of hospitals, clinics, cafes, etc. run by NHFT:
<http://www.disabledgo.com/organisations/northamptonshire-healthcare-nhs-foundation-trust/main>

Surgery telephone number	01933 623327
Practice Web site	www.thecottonsmedicalcentre.co.uk
Make an appointment or order a prescription	Go to Web site
When surgery : For life-threatening conditions	Phone 999
is closed For urgent medical assistance	Phone 111
Get mobile phone reminders	Register your number with receptionist.



Patient: "Doctor, Doctor, when I press with my finger here... it hurts, and here... it hurts, and here... and here..."
"What do you think is wrong with me?"



Doctor: "You have a broken finger!"

The PPG is not a route for administrative or clinical complaints. Our role is to work with the practice to help facilitate the services offered and make improvements. Complaints should go to the practice management.