

# Newsletter

Autumn 2017

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## Flu clinics

The surgery will be holding flu clinics, on 23rd and 30th of September, between 8:30am and 11:30am, where eligible\* patients can get a free flu vaccination. Don't let the dreaded flu get you!



Please note - **children's flu clinic** is on the 30th only.



Also, at the flu clinics, we will be running a raffle to raise funds to obtain equipment and other things for the surgery. Lots of lovely prizes, so please buy a ticket - or even two!

The Cottons  
Medical Centre  
01933 623327

## Extended hours survey

It would be appreciated if you could fill-in a survey on surgery opening hours.

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

The point of this is that GPs are being encouraged to offer extended opening hours, but these extra hours obviously should be when people would find them beneficial - so we need your input to say what extended hours would suit you best.



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

The survey can be completed on paper (**why not do it while attending the flu clinic?**) - get one at the surgery, or on-line - go to the practice website and click 'Complete Our Survey' near the bottom of the first page.

\* for more information on flu vaccination (inc. eligibility) please see :  
<http://www.nhs.uk/Conditions/vaccinations/Pages/who-should-have-flu-vaccine.aspx>

Practice Web site: [www.thecottonsmedicalcentre.co.uk](http://www.thecottonsmedicalcentre.co.uk)

## Remote Consultations

People lead busy lives these days and finding time to get to the doctors surgery might sometimes be problematic. In order to help people manage their time the Cottons Medical Centre wishes to offer its patients as many different types of consultation as possible and to embrace modern technology.



To that end our three GP partners, Dr S Fernando, Dr Peat, and Dr Shah, are now able to offer remote consultations using Skype\*. This means that patients will be able to see a doctor without coming to the surgery. It would, for example, allow patients to have a consultation while at home or at work.

To book a Skype appointment, simply ask the receptionist when you book your appointment or book it yourself using Patient Access. In preparation for this, it is necessary that you have set up a Skype account (free of charge) on your PC, laptop, tablet or smartphone.

You will need to inform the surgery of your Skype user identity when booking your appointment. To use the service, it is important that you sign in to your Skype account at least 5 minutes prior to your appointment time and that you have an adequate Internet connection.



The doctor will contact you by Skype and the consultation will take place. However, be aware that clinics can sometimes run late and so the doctor may not be able to connect at your allocated time. The doctor will endeavour to connect as soon as possible. If there is a problem in establishing or maintaining a connection the doctor will switch to a telephone consultation.

It would be ideal if you are also registered to access your medical record and have signed up for electronic prescribing to gain the most out of remote medical consultations.

(\* Skype is an example of what is termed VoIP (voice over IP) software, which is a means of making 'phone' calls via the Internet. Despite the use of the term 'voice' in the description Skype can in fact do video-calling and transfer electronic documents.)



## (Remote Consultations continued)

As with all information transmitted across the internet there are always potential security risks. However, all Skype-to-Skype voice, video, file transfers and instant messages are encrypted so the risk should be minimal. Please read the Skype terms here:

<https://support.skype.com/en/faq/FA31/does-skype-use-encryption> for more information. However, if you have concerns about security you should consider using another type of appointment, but please note that telephone calls are not encrypted.

Finally, if you join this pilot scheme we would ask you to complete a short questionnaire about your experience at the end of your first consultation.

## Surgery Extension

The current situation is that the application to extend the surgery has been turned down by NHS England. In an effort to try to move forward the owner of the surgery building has offered to pay for the extension himself, but this has also encountered difficulty. The 'project' is ongoing but is not proving easy to progress.

## Additional Services

In a change-round of additional services at the Cottons, the podiatrist has now moved to Knights Farm in Rushden.

However, now working from the Cottons (although independent) there are:

### Osteopath - Georgina Bull

Contact - tel: 01933 624323 email: [info@nenevalleyosteo.co.uk](mailto:info@nenevalleyosteo.co.uk)

### Physiotherapist - Rachel Love

Contact - tel: 07966 002485 email: [rachellove2009@hotmail.co.uk](mailto:rachellove2009@hotmail.co.uk)

Please note that appointments with these practitioners cannot be made via the main Cottons reception/appointment line. You should use the contact details mentioned above to book directly with Georgina or Rachel.

<p>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.</p>
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## 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 (6:00pm 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](mailto: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](http://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	<a href="http://www.thecottonsmedicalcentre.co.uk">www.thecottonsmedicalcentre.co.uk</a>
Make an appointment or order a prescription	Go to Web site
When surgery : For life-threatening conditions is closed For urgent medical assistance	Phone 999 Phone 111
There is a 'Walk-In Centre' at ....	Lakeside Surgery, Cottingham Road, Corby, Northants, NN17 2UR Open 8am - 8pm, 7 days/week inc. Bank Hols
Get mobile phone reminders	Register your number with receptionist.



*Before you criticise someone, you should walk a mile in their shoes.*



*That way when you do criticise them, you'll be a mile away, and you'll have their shoes.*