

# Calder View Surgery

## NEWSLETTER

Spring 2019 – Issue 9

### SHOCKING STATISTICS FROM NHS ENGLAND

According to figures recently published by NHS England, patients who miss appointments are costing the NHS £216 million a year.

Data has shown that more than 15 million consultations are being wasted because patients fail to show up for their appointment.

NHS Digital GP appointments data shows that more than 1.2 million GP hours are being wasted each year.

An average appointment costs approximately £30 and the overall expense of patients not cancelling appointments could pay for **2,325 full time GP's, 58,000 hip operations or 220,000 cataract operations.**

Cancelling appointments would free doctors, nurses and other health professionals to see people who need care and attention.

Here at Calder View if a patient does not attend a previously booked appointment, their record will be marked DNA which stands for **DID NOT ATTEND**. The same system is used throughout the whole of the NHS.

In January and February this year **285** patients did not attend their appointments either with a GP, health care assistant or phlebotomist. In addition 38 hours of the nurses' time was wasted by people not turning up.



In monetary terms as indicated by Health Care England, this would equate to approximately £9.310.00. If similar figures continue throughout the year the cost

to our surgery would be around £50,000.

We are currently looking at ways to reduce these figures but at a time when NHS appointments are precious we must ask that" patients **play their part"**

**If you have an appointment that you cannot attend please either ring our cancellation line (choose option 1 on the menu), contact our reception desk or cancel the appointment online.**

### STAFF NEWS

As you probably already know, Dr Samad has recently left us. A replacement will be announced in due course.

Bilal Patel our Pharmacist has now completed his studies to become an Independent Prescriber. He can now see patients with minor illnesses which in turn will free up the GP's to see more complex cases.

It is almost a year since we had a new phone system installed. Unfortunately there have been many problems with this system; we are therefore having another new system installed at the beginning of April which we are promised will be much improved.

When you ring the new system you will be placed in a queue and told your position in that queue, giving you the option to keep hanging on or to try again later.

**\*\*OUR PHONE NUMBER WILL STAY THE SAME\*\***

### PATIENT REFERENCE GROUPS

Since April 2015 it has been a requirement of the GP contract that every GP Practice has a Patient Group.

The role of the PRG includes

- Being a friend to the practice
- Advising the practice on the patient perspective and providing insight into the responsiveness and quality of services.
- Encouraging patients to take greater responsibility for their own and their family's health.
- Carrying out research into the views of those who use the practice.
- Organising health promotion events and improving health literacy.
- Regular communication with the patient population.

In reality what this means is that we help the practice in any way that the Practice Manager asks us to. We have assisted with patient surveys, encouraged patients to sign up for the on-line system, run coffee stalls at the flu clinics and produced the quarterly newsletter.

At our practice, meetings are held approximately every 2 months. We are always looking for new members to join the group. You can be involved as much or as little as you wish but it would be helpful if you were able to attend our meetings.

You do not need any special skills to join the group. Presently we have 2 retired secretaries and admin workers, a retired midwife, a retired teacher/high school vice principal and of course we have our own resident poet and author who is a regular contributor to this newsletter.



Some of the members of our Patient Reference Group.

**Continuation of the blog which has appeared in the last 2 newsletters.**

My name is Phil Walton and I'm working on a novel about a troubled woman looking for meaning in life. One way she feels she can help her cause is by picking through the writings of some of the greatest minds in her history, along with some interesting ideas from other, perhaps less notable mortals. She chooses this route for a couple of reasons – she's not religious, and she has a cynical view of modern well-being publications and celebrity-endorsed magazine remedies.

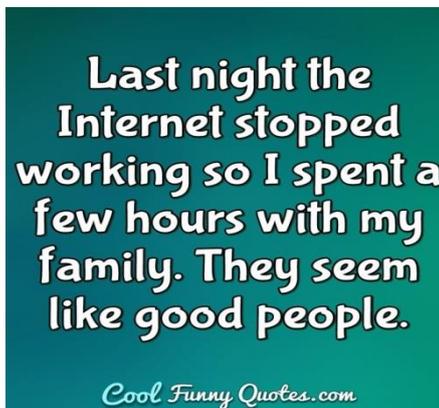
Still, she wants ideas and so sifts through the likes of Tolstoy, Voltaire, Nietzsche and Descartes (the 'I think therefore I am' bloke), along with arguably lesser luminaries the likes of Dan Millman, Anthony Robbins and Paulo Coelho. For example, doubts about one's own life and being plagued by feelings that one is somehow missing out is a theme Tolstoy explores in *Anna Karenina*. He concludes that the mind is where we try to come to an understanding of our choices and actions, often after the event, but the heart is where we live – or rather, where we *should* live. Just like a recipe for cake can give you knowledge of the ingredients, the measures, the cooking times, but it can never give you the taste of it.



And Descartes suggests that some of our strongest, fundamental beliefs are in place and established from a very young age before our reasoning abilities were fully matured. These beliefs seem to claim a right to a say in the decisions we make as adults purely on the basis of long-standing familiarity, and he likens our compliance to

these demands as to a sleeper in a pleasant dream who doesn't wish to wake up.

Speaking of waking up, I've got an assessment soon, so – looking on the brighter side – that'll be even more material for my tale. Happy days.



**PLEASE NOTE:**

**The Surgery will be closed on the following days**

<b>Good Friday</b>	<b>19<sup>th</sup> April 2019</b>
<b>Easter Monday</b>	<b>22<sup>nd</sup> April 2019</b>
<b>Early May Bank Holiday</b>	<b>6<sup>th</sup> May 2019</b>
<b>Spring Bank Holiday</b>	<b>27<sup>th</sup> May 2019</b>

On days when the surgery is closed, if you need a Doctor or any advice, please ring the NHS non-emergency number **111**. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.



**NHS 111 is a 24 hour number, 365 days a year.** Calls are free from both landlines and mobile phones.

**In an emergency please call 999, but remember that this number is for genuine emergencies only. If you are unsure whether you need to go to A&E please check with NHS 111 first.**

*We are always looking for interesting articles/poems etc. to include in this newsletter. If you have anything that you would like to be considered, please email it to The Editor, Dorothy Morris at [dmorris106@btinternet.com](mailto:dmorris106@btinternet.com)*