

The Albany Practice
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Welcome to your newsletter

<p>Special interest articles:</p> <p>Appointments</p> <p>Did Not attend (DNA)</p> <p>Minor Ailments Service</p> <p>Free NHS Check</p> <p>Patients not attending their appointments</p> <p>Chlamydia screening</p>	<h3>Appointments</h3>		
<p>NHS Health Checks</p> <p>Ringling for results Summary Care Records</p> <p>Do you want to quit smoking?</p>	<h3>Did Not Attend (DNA)</h3>		
<p>Minor Ailments Service</p>	<h3>Minor Ailments Service</h3>		
<p>Here at The Albany Practice, we try to offer our patients a variety of appointments in order to meet their individual needs.</p> <p>Booking Ahead:- As well as being able to book up to 6 weeks ahead, we also have appointments that can be booked up to 48 hours in advance. These appointments become available every day for the following 48 hour period.</p> <p>On the day – routine:- These appointments can be booked on –the-day and are fitted in</p>	<p>on a first-come-first served basis.</p> <p>On the day – urgent:- When all of the routine appointment have gone for the day, you will be given the opportunity to talk with the Duty Doctor on the phone. The Duty Doctor will try to deal with your queries on the phone, but also has access to further appointments that he/she can book, should they feel you need to be seen (either that day or soon after). Only the Duty Doctor has access to these appointments. Reception staff cannot book these appointments.</p>	<p>Telephone appointments:- These are for things easily dealt with over the telephone e.g. investigation results, general advice, etc. These can be pre-booked or booked on the day.</p> <p>We believe our system provides flexible appointments that offer you the choice to see your usual doctor when you book ahead and yet also the option to see any doctor promptly, when you have an emergency.</p>	
<p>We are sure the majority of you value an appointment with your doctor, and make every effort to inform us should you be unable to attend. Unfortunately for a significant minority this seems not to be true. In the last six months over 400 appointments (4%) were wasted by patients just not turning up.</p> <p>It is very hard to look after the health of those who persistently miss appointments</p>	<p>and for this reason we have adjusted our DNA policy. We will be writing to anyone who misses their first appointment reminding them that they have missed their appointment and kindly requesting that they keep future appointments. We will also be writing to those who miss two appointments however in this case the letter will represent a warning that if you miss another you will risk being removed from the practice list. Any removal</p>	<p>through missing three appointments will be after due consideration of any extenuating circumstances by the practice team and after giving the individual 14 days to contest the facts.</p> <p>We apologise if this seems harsh however we are working hard to offer timely appointments to all our patients and we need you to work with us to achieve this reduction..</p>	
<p>You can get advice and treatment for a range of minor conditions without a GP appointment. Your pharmacist can provide this.</p> <p>Allergy/Itch, Athlete's foot, conjunctivitis, constipation, contact dermatitis, cough, cystitis, diarrhoea, ear wax, hay fever, head lice, high temperature/fever, heartburn, indigestion, insect bite, mouth ulcer, musculoskeletal pain, nappy rash, nasal congestion, period pain, scabies, sore throat, teething, thread worm, vaginal thrush, verruca/warts.</p>	<p>This service is FREE if you don't normally pay a prescription charge.</p> <p>Your community pharmacist is a highly qualified healthcare professional who can give advice and treatment on a wide range of conditions. You do not need an appointment. Just visit a participating community pharmacy and request to see the pharmacist. If you are not normally exempt from prescription charges then you will still get free professional advice and will only pay the retail price of the medicine.</p>	<p>If you are registered with a NHS Hounslow GP, and are suffering from one of the ailments listed above you can use this service. Your pharmacist is providing consultation and treatment accordance with the symptoms you have described. If the pharmacist has advised you to see your GP or another healthcare professional, take your copy of the consultation form with you.</p>	

Chlamydia Screening

If you are aged 15 to 24yrs old you are eligible for chlamydia screening. The screening test is available to both males and females. The reason for the screening programme is that Chlamydia is the most common bacterial sexually transmitted infection in the UK (1 in 10 men and women under the age of 25 who are tested, have it) but the problem is that most people have no symptoms. Packs are available either at reception or in the consulting rooms so

feel free to ask for one. You could fill out the paperwork and do the sample whilst waiting to see your GP or nurse and they will just check all is correct before it gets sent off. The results are usually discretely texted to your mobile within 2 weeks, if you require treatment this can be provided by us. If Chlamydia is treated early it is unlikely to cause any long-term problems, however, left untreated it can lead to a number of problems. In women untreated Chlamydia

can spread to the reproductive organs causing pelvic inflammatory disease (PID) and this can lead to fertility problems. In men it can lead to painful infection of the testicles and possibly reduced fertility. The Chlamydia test is simple, painless and totally voluntary. For men a urine sample is required and for women a swab from the lower vagina or a urine sample.

NHS health checks

This check is being offered at the surgery to people aged between 40 and 75 years every 5 years. It is to assess your risk of developing heart disease, stroke, kidney disease or diabetes. By taking early

action you can improve your health and prevent the onset of these conditions. We are sending out letters of invitation on a rota basis. However, if you are having a blood test for any other reason you may like to

ask your doctor to add in a test for diabetes and cholesterol (this is a fasting blood test) and then book into have a check up with your doctor or Nurse Natalie two weeks later.

Ringling for results

If you need to ring the practice for the results of your tests please call during these times:
Tuesday, Wednesday and Friday after 2 pm and on Thursdays after 4 pm

Summary Care Records (SCRs)

If you read all your mail or follow the news closely then you might know about this already. On 2nd July 2010 NHS London had planned to create an initial summary care record (SCR) for all of our patients unless they had chosen to opt out. This SCR would be available for all authorized NHS healthcare staff to consult should you receive care wherever that might be. All residents with a GP within NHS Hounslow would have received a mailing about this in mid April. Recently NHS London agreed with the British Medical Association (BMA) that the consultation process had not

been sufficient before the planned roll out. The date of July 2nd has therefore been postponed until appropriate professional and public awareness has been raised. We are uncertain whether Hounslow wide mailing will occur before the deferred SCR upload occurs so if you do not want your GP held medical record to be consulted by other authorized healthcare staff who treat you elsewhere then we advise that you sign the standard disclaimer and we will ensure that your record is blocked from being uploaded. Obviously this is an individual decision, but we feel that for the majority of patients

the benefits of having NHS appropriately controlled access to your healthcare history outweigh the issues surrounding security. The BMA's concerns which I share, relate to inadequate consultation as there will be a significant minority who for various reasons will not want this to happen and who might be unaware of their need to opt out. Should you require additional information then we have leaflets describing the process available at reception or you can discuss your individual situation with one of the doctors.

Do You Want to Quit Smoking?

Are you a smoker? If so, do you want to stop but find it difficult? You may be aware that NHS Hounslow offer a comprehensive smoking cessation service and can be contacted on 0845 111 0155. If you would like to be contacted by the smoking cessation team then leave your details with reception and we will pass them on. We would also appreciate knowing whether our patients smoke or not. Unless you remember someone at the surgery asking you this in the last year then please take the time to complete the tear off slip at the bottom of this newsletter so we can help you.

Do you want to quit smoking? Please fill in your details below and rip this form off and give this to our receptionists.

Name: _____ Contact: _____

Date: _____ Date of Birth: _____