



Welcome to the fifteenth edition of the Patient Newsletter. Each month we hope to include a short item by a member of the Patient Reference Group. This month's article was written by Sean Hall.

Complementary Therapies are disciplined treatments that fall outside of mainstream practice of healthcare and are used in addition and together with conventional medicine to treat the whole person and not just their symptoms or disease. Examples include Aromatherapy, Reflexology, Massage and many more. Most of the therapies are not evidenced based and therefore are rarely tested by controlled trials. Treatments are usually non-invasive and people do not usually have any unpleasant side effects as associated with medication. The benefits may help with relaxation, stress relief, anxiety, pain management, a sense of well-being and achieving/maintaining good health.

Before commencing any form of therapy, consult with your general practitioner or health care worker to confirm that the therapy is suitable, especially if you have a health condition or pregnant, diabetic as there may be interactions with medicines you are taking.

Once you have decided upon a therapy, find a suitable therapist and do not be afraid to ask them any questions you need clarifying. Make sure they are qualified with certification and fully insured. Ask how long they have been an experienced practitioner and if they are a member of a professional body for the therapy they perform. This will tell you if they maintain their current level of expertise, conform to a code of conduct and ethics, Continual Professional Development (CPD) and National Occupation Standards (NOS). The NHS and other health care workers usually work with therapists who have registered with The Complementary and Natural Healthcare Council (CNCH) or The General Regulatory Council of Complimentary Therapies (GRCCT) who are the governing bodies primarily to protect the public and regulate the professional bodies. The process of registration in England for a therapist is Voluntary Self-Regulation (VSR) of all the above and is not compulsory. It is illegal for a therapist to make a medical diagnosis in any respect and/or to make a claim of a cure or be advised to discontinue prescribed medications.

I hope this article gives a guide to any patients who are looking into using complimentary therapies in the future.



ORDERING REPEAT PRESCRIPTIONS OVER THE BANK HOLIDAY PERIOD



Medication requested on	Collection date
Wed 25th May	Fri 27th May
Thurs 26th May	Tues 31st May
Fri 27th May	Wed 1st June
Mon 30th May	Thurs 2nd June



Bank Holiday Opening Times

We will be closed on Monday 30th May for the Bank Holiday weekend.

Please make sure you will not run out of medication during the holiday.

For treatment when the surgery is closed please call 111 for health information or advice. Your call will be referred to the emergency doctor as appropriate

Community Nursing

If you are expecting a visit from a community nurse and you wish to find out what time they will be visiting you can phone their referral centre directly on 01692 408061 for information.

Did you know?

GP practices receive on average £136 a year (source HSCIC) for each patient registered on their list (£19 per GP consultation if you assume an average of seven visits a year). A first outpatient appointment at a hospital costs the NHS between £100-£300.

How you can help us use resources effectively

The whole practice team (clinicians, receptionists, admin staff, dispensers and management) spend a considerable amount of time each day dealing with matters that are not part of our role. Our resources are limited and when we are dealing with these matters we are unable to focus on patient care. We have provided advice on a selection of issues below and what you can do to help us.

Dental Problems

GPs are not contracted to provide a dental service. Phone your dentist to arrange an appointment or if you do not have a dentist or they are unable to help, phone 111 who will be able to give you details of emergency dentists.



Waiting time for hospital appointment

Once you have been referred to secondary care you can phone the hospital department to find out when you will be seen. The consultants triage the referrals and will alter routine and urgent requests as they feel are clinically appropriate. Only if your symptoms have changed since the referral will the GP be able to try to get you seen sooner.

Forms and paperwork

If you have a form or paperwork that needs clinical input please speak to the reception team before you book to see a clinician. For most forms there will be a charge for completion. Some forms require an appointment for a medical review or tests which may require longer than 10 minutes, whilst others can be done by the GP reviewing your notes without the need for an appointment.

Conditions that do not require an appointment

There are many conditions that do not require an appointment at the medical centre as they can be treated with medicine that does not require a prescription. These are called over the counter medicines which you purchase from a pharmacy and we do not provide a prescription for. These conditions include:



Test Results

It is the responsibility of the clinician such as the hospital consultant who has requested/arranged a test to provide you with the results. Even if the consultant is away their secretary will be able to tell you who is dealing with the results. If you ask us for the results we will refer you back to the clinician who requested the test.



Coughs & colds, scabies, headlice, threadworms, verrucas (persistent verruca's will need treatment by a chiropodist) and warts.

Transport

We do not arrange or provide routine transport. If you do not meet the criteria for hospital transport you (or your carer) will need to make alternative arrangements. The practice does not have any influence over decisions made about eligibility.

The NHS can provide FREE, NON-EMERGENCY TRANSPORT to certain patients who are eligible, ie there must be a real medical need and/or severe mobility issues. Call The Patient Transport Clinical Assessment and Advice Centre on 0845 8500774 to find out more.



Other Transport contacts; **Flexibus**—01692 500840

Dial a Bus—01692 500840 or 01263 839009

Advanced Notice : **Mundesley Medical Centre will be closed Wednesday 19th October for staff training**