

DID YOU ATTEND YOUR APPOINTMENT TODAY?

We have recently started monitoring the appointments that patients have not attended; these are known as DNA's. We are shocked by the number of patients not attending their appointments as I am sure the majority of our patients will be. The last three months show:

February – 356 appointments
March – 383 appointments
April – 288 appointments

These DNA appointments include doctors, nurses, triage, counsellor and midwife appointments. These appointments could have been booked by another patient.

We would appreciate that if you cannot attend your appointment please ring the surgery on 01793 852131 to cancel.

Let's reduce the number of DNAs over the next few months



Thank You! A very generous patient and their family recently provided an Anti-coagulation blood testing machine for the surgery, and we are very grateful for this generous gift.

May 2015

'Tinkers Times'

Carers' Coffee Afternoon

As in previous years a Carers' Coffee Afternoon has been arranged for Wednesday 20th May at 2pm, here at the surgery.

This year we have also invited New Court Surgery and their Carers to join us. The coffee afternoon enables Carers to meet and chat over a cup of tea and homemade cake made by members of the staff.

We also have Kerry McNally from Carers Support Wiltshire and Trish Chatterton from the Alzheimer's society who will give a short talk but will also give advice and answer any questions.

If you are a Carer, we would like to meet you, so please just come along anytime between 2pm and 4pm.



From Receptionist to Phlebotomist

The surgery likes to encourage development and training for its members of staff so we are pleased to announce that Michelle, one of the receptionists, has completed a phlebotomy course recently at the Great Western Hospital.

Michelle is currently finishing her training with Sarah and Lynne, our HCAs, and will soon have a clinic of her own once a week.

Congratulations to Michelle!

Struggling to get through on the phone?



We are very aware that our telephone system needs upgrading and current demand means the addition of extra lines into the building is now a priority. At the time of printing we have two quotes from new suppliers and are awaiting a third – Watch this space, we hope to have new phones and better access as a result in June

Due to electronic prescribing and new internal systems, repeat prescriptions are now being processed in 48 hours on average.



IT IS IMPORTANT TO PROTECT YOU AND YOUR CHILDREN'S SKIN IN THE SUN TO AVOID SUNBURN AND HEAT EXHAUSTION

What sun protection factor (SPF) should I use?

Use sunscreen with a sun protection factor (SPF) of at least 15. The higher the SPF, the better. Go for broad-spectrum sunscreens, which protect against harmful UVA and UVB rays. Make sure the product is not past its expiry date. Most sunscreens have a shelf life of two to three years.

How long can I stay in the sun?

Sunscreen should not be used as an excuse to stay out in the sun. Instead, it offers protection when exposure is unavoidable. The summer sun is most damaging to your skin

in the middle of the day. Spend time in the shade between 11am and 3pm, under umbrellas, trees, canopies or indoors.

Are children more at risk of sunburn?

Young skin is delicate and very easily damaged by the sun. Choose a broad-spectrum brand that has a four- or five-star rating. Apply to the face, ears, feet and backs of hands. Choose sunscreens that are formulated for children and babies' skin, as these are less likely to irritate their skin.

My child has eczema. What sunscreen should I use?

Some sunscreens may aggravate eczema. Check the label for any ingredients that you know your child is allergic to. Test any new sunscreen on a small area before applying it to the whole body. Put on your child's emollient and steroids first then put the sun protection cream on 30 minutes later. Remember to put more sun protection cream on regularly throughout the day and especially after swimming

What are the symptoms of heat exhaustion ?

Heat exhaustion occurs when the body cannot lose heat fast enough. If it's not treated quickly, it can lead to heat stroke, which is a much more dangerous condition. Signs of heat exhaustion include faintness, dizziness, palpitations, nausea, headaches, low blood pressure, tiredness, confusion, loss of appetite and hallucinations. Get them to rest in a cool place, ideally a room with air conditioning. Give them plenty of water. Avoid alcohol or caffeine as this can increase levels of dehydration. Cool their skin with cold water. Use a shower or cold bath to cool them down or, if this is not possible, wet flannels and face cloths in water and apply to their skin. Loosen any unnecessary clothing and make sure that the person gets plenty of ventilation. Monitor their condition closely.

Should I cover up my mole when I'm in the sun?

If you have lots of moles or freckles, you're more likely to develop skin cancer, so you need to take extra care. Avoid getting caught out by sunburn. Use shade, clothing and sunscreen with an SPF of at least 15 to protect yourself. Keep an eye out for changes to your skin and report these to your doctor without delay. Skin cancer is much easier to treat if it is found early. Use the nhs mole self-assessment tool to see whether you could have a cancerous mole.

For more information go to

<http://www.nhs.uk/Livewell/travelhealth/Pages/SunsafetyQA.asp>

With many thanks to Pat Head who has helped in the creation and editing of this 'Newsletter'.

Any feedback, suggestions or items for this Newsletter can be made via tinkers.times@nhs.net