



Improving Appointments System

As mentioned in our last newsletter, the appointment system at the Health Centre is planned on the basis of patients spend a maximum of ten minutes with the GP. This allows the GP to see as many patients as possible during their working day.

You may have noticed that when you now book an appointment at the desk, by phone or on-line, you are asked to give some information about the purpose of your appointment. This allows the health professionals to assess the priority of your need, offering an appointment very promptly, if appropriate. It also allows the GP or nurse to prepare for your appointment so that you can make the best use of their time when consulting.

CONCERNS

You may have concerns about 'sharing' the purpose of your visit but you can be assured that all staff at the health centre undergo training and share the same high standards of confidentiality as you already expect from your practitioner.

As our demand for health professionals' time increases, it is important we all work together to ensure their time is used as productively as possible and we maintain the quality of service we have come to expect.

- Contributing to the continuous improvement of services

- Fostering improved communication between the practice and its patients

- Helping patients take more responsibility for their health

- Providing practical support & help to implement change

BE CLEAR ON CANCER

Testing for Bowel Cancer

As many will be aware Cancer is the leading cause of death in the UK with **29%** of all deaths attributable to the disease. **Bowel Cancer** is the fourth most common cancer diagnosed in the UK. It affects both men and women and, like most cancers, the risk increases significantly with age.

Thankfully, if bowel cancer is diagnosed early, **96%** of people found with the problem survive for five years or longer; however, if left until the issue is well established, the survival rate falls dramatically to **7%**.

To help us protect ourselves, a programme of effective screening testing is available. All of the population aged 60-74 should be sent a testing kit every two years. This test looks for traces of blood in your poo. If any is found, further testing is carried out to look for evidence of bowel cancer.

Some are embarrassed by the thought of testing. Because of this, the test can be, and normally is, carried out in the privacy of your own home. A very helpful video describing the test methodology can be found at :

www.cruk.org/boweltest

If you notice any unusual or persistent changes to your poo or bowel habits, don't wait for your screening kit – see your doctor straight away. If you have any questions about bowel cancer screening, or you're aged 75 or over and want to request a kit, you can do so by calling the freephone, confidential **NHS Bowel Cancer Screening Helpline on 0800 707 60 60** (Mon–Fri 9.00am–5.00pm).



Practice News



Improving Access Service in Rushcliffe (Extended Hours Appointments)

This service offers out of hours appointments to patients in the Rushcliffe area. It started in April 2017.

Since then it has been possible to see Practitioners between the hours of:

18.30 & 20.00 Monday – Friday

Saturday, Sundays and Bank Holidays throughout the year.

Appointments for this service must book (via the Radcliffe Surgery) or as an urgent appointments via the **111** service.

Patients can book to see a **GP, Nurse or Health Care Assistant**, out of hours. Appointments are offered in West Bridgford, Keyworth and East Bridgford.

What can you get an out of hours appointment for?

GPs: New pains, new rashes, new problems

Nurses: Dressings, Smear tests, NHS Health Checks

Health Care Assistants: BP Checks, ECGs, Ear Syringing

Since August 2018 **Phlebotomy appointments** are available 3 evenings a week.

7657 patients have been seen out of hours since the service started. The utilisation rate is **66.5%**. This has increased on the introduction of new services. All of the surgeries in Rushcliffe have had patients use the service and feedback so far has been very positive.

If you think you would benefit from an out of hours appointment and are happy to travel to one of the 3 practices offering the service please speak to the RoT surgery receptionists.

Health and Care Information at the Library

The Public Library on New Road, Radcliffe has been updating the set-up of their information boards. They now have a well organised and extensive display of posters and leaflets from **local Health and Social Care related organisations**, together with information on **planned support activities**. It is well worth a visit to familiarise yourselves with what is on display there.

An additional benefit for those that are managing on-going health problems is that the Librarian can help you find related books and publications to provide you with more published information on the problem. If the books are not held in Radcliffe they can be sourced and brought here from other libraries in Nottinghamshire.

The Library in Radcliffe is open on:

Monday : 9am to 7pm

Tuesday : 9am to 1pm

Thursday: 9am to 5pm

Saturday : 9am to 1pm

Introducing two new doctors

During **Dr Turner's** maternity leave, her workload will be shared by:

Dr Abigail Broderick, who will be available to see patients on Mondays and Tuesdays and

Dr Alexander Hodson who will be covering Thursdays and Fridays.

