

# The Manor Practice Newsletter

brought to you by your Patient Participation Group (PPG)



Access this newsletter online at [www.manorpracticeashfurlong.co.uk](http://www.manorpracticeashfurlong.co.uk)

February 2020

## Over the counter medicine

Medicines are an important part of what the NHS does to help patients and are a precious resource. **Prescribing** is the most common therapeutic intervention that takes place in the NHS. The NHS spends £11 billion per year on **drugs** and 85% of this spend takes place in general practice. The NHS currently spends around £136 million a year on prescriptions for medicines that can be bought from a pharmacy or supermarket, such as paracetamol. By reducing the amount, it spends on over the counter (OTC) medicines, the NHS can give priority to treatments for people with more serious conditions, such as cancer, diabetes and mental health problems.

Your GP, nurse or pharmacist will generally not give you a prescription for OTC medicines for a range of minor health conditions. Instead, OTC medicines are available to buy in a pharmacy or supermarket. The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health concerns. If your symptoms suggest it's more serious, they'll ensure you get the care you need. You can buy OTC medicines for any of these conditions: acute sore throat, minor burns and scalds, conjunctivitis, mild cystitis, coughs, colds and nasal congestion, mild dry skin, cradle cap, mild irritant dermatitis, dandruff, mild to moderate hay fever, diarrhoea (adults), dry eyes and sore tired eyes, mouth ulcers, earwax, nappy rash, excessive sweating, infant colic, sunburn, infrequent cold sores of the lip, sun protection, infrequent constipation, teething or mild toothache, infrequent migraine, threadworms, insect bites and stings, travel sickness, mild acne, warts and verrucae, haemorrhoids (piles), oral thrush, head lice, prevention of tooth decay, indigestion and heartburn, ringworm or athlete's foot, minor pain, discomfort and fever (such as aches and sprains, headache, period pain, and back pain). For information on how these conditions are treated, look up your condition here: <https://www.nhs.uk/conditions/>

In some cases, you can still get prescriptions for medicines used to treat these conditions. You may still be prescribed a medicine for a condition on the list if: > you need treatment for a long-term condition, for example regular pain relief for chronic arthritis or inflammatory bowel disease, > you need treatment for more complex forms of minor illnesses, for example migraines that are very bad and where OTC medicines do not work, > you need an OTC medicine to treat a side effect of a prescription medicine or symptom of another illness, such as constipation when taking certain painkillers, > the medicine has a licence that doesn't allow the product to be sold to certain groups of patients. This could include babies, children or women who are pregnant or breastfeeding. > the person prescribing thinks that a patient cannot treat themselves, for example because of mental health problems.

To look up your nearest pharmacy go to: <https://www.nhs.uk/service-search/find-a-pharmacy/>

## PATIENT PARTICIPATION GROUP

Details of future PPG meetings can be found on the website or on the PPG noticeboard in each of the Practice's. If you would like to join the Patient Participation Group, please email: [participationgroup2@nhs.net](mailto:participationgroup2@nhs.net)

You can also have your say via the 'Virtual Members Group' - please register your details via the Practice website. Look out for the **Virtual PPG App**, which is being launched soon. Further details can be found on the practice website.

### 2019 Annual figures of patients not attending appointments and Cost to the Practice

	Did Not Attend	Cost to the Practice £
January	294	£10,594
February	256	£9,216
March	311	£11,196
April	255	£9,180
May	332	£11,952
June	315	£11,340
July	400	£14,400
August	368	£13,248
September	341	£12,176
October	429	£15,444
November	342	£12,312
December	327	£11,772
<b>Total</b>	<b>3,970</b>	<b>£142,920</b>

If you cannot keep your appointment, please let us know as soon as possible, either by the online appointment cancellation service, by telephoning the practice, or responding to the text message reminder you may have received. It is never too late to cancel your appointment.

## Named GP

As part of a national programme in April 2015, all practices were required to provide their patients with a named accountable GP who has overall responsibility for the care and support that the surgery provides to them. At Manor Practice, patients are allocated a named GP and they are the GP with this responsibility. If you wish to know who your named GP is, please ask a member of staff. Having a named GP does not commit you to seeing that GP only. We work as a team at the Practice and while we would encourage you to see the same GP for ongoing problems to maintain continuity, having a named GP does not guarantee you will always be seen by that GP. Please note that the GP responsible for your care may be subject to change and reallocation in the future.

## Patient Medication Reviews

Repeat medications are monitored on a regular basis and different conditions require different checks to be undertaken. If you have reached your medication review, please make an appointment with the Practice to book your next review.

## Patients, we need your feedback!

The Patient Participation group are working with the practice to build on some of the good work already implemented to give patients a quality experience. Your patient feedback is valuable to us and we have provided a patient comment book in the waiting area of the Practice. We ask 3 questions to patients; **1) Would you recommend the Practice? 2) What do you like about the Practice? 3) What would you like to see improved at the Practice?**

We want the best possible outcomes and experience for patients and would be grateful for your feedback in relation to these questions. By leaving your feedback, we can work with the Practice to help shape patient services at the Practice. You can also email the PPG to leave feedback: [participationgroup2@nhs.net](mailto:participationgroup2@nhs.net). Look out for an update on patient feedback and actions in future editions of the PPG newsletter.

## Practice Update

Please see an update below on the Practice staff:

- Dr Mark Forshaw
- Dr Nigel Speak
- Dr Judith Rimmer (retiring in April 2020)
- Dr Fraser Hewett
- Dr Anasuya Dasgupta
- Dr Caroline Wall
- Dr Rosalind Goodgame
- Dr Chitra Meyyappan
- Dr Charlotte Parnell
- Dr Kate Rees (starting this month)
- Dr Aatifa Jamil, ST3
- Dr James Roe, FY2 (until April 2020)

## Appointment Booking System

### Practice Opening Hours:

Monday	08.00am	-	6.30pm (6.30pm to 8.15pm - Ashfurlong only)
Tuesday	08.00am	-	6.30pm
Wednesday	08.00am	-	6.30pm
Thursday	08.00am	-	6.30pm
Friday	08.00am	-	6.30pm
Saturday	8.30am	-	12.30pm (Ashfurlong only)

Appointments must be booked in advance, please call Manor Practice at **James Preston 0121 355 5473** or **Ashfurlong 0121 323 2121**. Pre-bookable out of hours appointments are available in the evening and at weekends at Ley Hill Surgery, 228 Lichfield Road, Sutton Coldfield, B74 2UE.