

Welcome to the first Long Lane Surgery Patient Participation Group (PPG) Newsletter



The Patient Participation group met for the first time on 2nd February. Attending the meeting were Dr Nick Pulman; the Practice Manager, Rob Shuter; Office Manager Mandy Evans and your PPG representatives, Mary and Pam. You too could have been there, log on to the practice website or ask at reception for details of how to join. You can participate in person and attend meetings, or if you don't have the time, just participate online. At our first meeting we discussed an action plan for the Surgery Survey; you may have been given one to fill in. If you did not receive a survey, sorry, but they were given out randomly over the period of a week to patients who visited the surgery, had telephone appointments or to patients who were visited at home. **THANK YOU TO ALL WHO TOOK PART** – your views are valued by the practice. In all, a good cross section of patients was surveyed, giving a good all round view of patients' opinions of the surgery. As a result of the survey, it was decided at the second meeting of the PPG on 29th March, to open the phone lines over the lunch time period. A new receptionist Brenda was appointed on the 11th June to expand the team.

Seasonal Advice – Hay fever

What is hay fever? It is an allergy caused by the flower pollens of grasses, trees and other plants. It causes inflammation of the membrane lining of the nose and the conjunctiva of the eyes. Symptoms: sneezing, running or blocked nose, sore watering eyes and a sore throat – these are caused by the release of histamine and often respond to treatment with antihistamines. Hay fever feels like you have a heavy cold coming on. Most patients can visit their local pharmacy for advice and medications to treat hay fever. There are many preparations available over the counter to alleviate symptoms and most no longer cause drowsiness.

SOME PATIENTS MAY NEED TO SEE THEIR GP

If you are asthmatic, you may notice a worsening in your breathing, resulting in a lower peak flow reading and your medication failing to provide relief – don't hesitate to seek advice and help from your GP.

Pregnant or breast feeding – seek advice

Taking other medications – seek advice

When you receive your medication from the pharmacist or GP, don't expect all your symptoms to go away after the first dose, it may be several days before the medication takes full effect and you feel relief. These antihistamines will have to be taken throughout the pollen season. The newer antihistamines only have to be taken once a day and no longer cause drowsiness, but if you have a problem with one type, return to your GP or pharmacist who will be able to give you an alternative that may suit you better.

THINGS YOU CAN DO TO HELP YOURSELF

Try to minimise time spent outside – avoid cutting grass, picnics and camping

Keep windows and doors closed and close bedroom windows at night

Wear sunglasses or keep your prescription glasses on

Bring in washing before evening

KEEP AN EYE ON THE POLLEN FORECASTS

Holiday Advice

Most people know that when they go abroad they should check whether they need any vaccinations, but you should also take precautions when holidaying in the UK. Don't forget to order your repeat medication from the surgery in good time. Besides taking cagoules and umbrellas, when the sun does come out in the UK it is just as likely to burn you as on the Costas, so don't forget your suntan lotions. If you are holidaying in Scotland, especially early in the season, if you go anywhere near the lochs you will need an insect repellent and insect bite relief; the Scottish midge is legendary for its vicious bite. Also remember to take a first aid kit with pain killers and even diarrhoea relief.

Your Surgery Appointments and Telephone Calls

Ever wondered why the surgery can be so busy sometimes:

Weekly they offer 454 face to face appointments with GPs and 302 Telephone Consultations. In addition to that they offer 545 Nurse or Healthcare Assistant Appointments.

With Monday being their busiest day they answer on approximately 680 telephone calls with 144 of those being between 08.30 & 9.00.

On average they deal with 1940 telephone calls weekly.

Surgery News

We have to say Goodbye to Christine Weston, our cleaner of 25 years; she is now hanging up her duster and retiring. We have to say a big THANK YOU for all your hard work over the years and wish her a Happy Retirement. We also have to offer our Congratulations to Dr Nicola Mayes, who is on maternity leave and gave birth to a little girl, she will be returning to the surgery on the 2nd July.

The Surgery Door – has been malfunctioning for some time, but is due to be replaced on the 14th July. It will be a little different and hopefully better.

Dr Nick Pulman has been appointed as chair of the West Leicester Clinical Commissioning Group for more information.

http://www.lcr.nhs.uk/_Clinicalcommissioninggroups-WestLeicestershireCCG.aspx

Telephone Availability

At the present patients are unable to call the surgery between 11.15am and 2pm. The Surgery is pleased to announce, as previously mentioned, that the surgery phone lines will soon be available daily except Wednesday from 08.30 to 16.30.

SURGERY OPENING TIMES

Monday	8.30am – 5.30pm	
Tuesday	8.30am – 5.30pm	6.30pm – 7.30pm*
Wednesday	8.30am – 12.30pm**	Emergencies only until 6.30pm
Thursday	8.30am – 5.30pm	
Friday	8.30am – 5.30pm	
Saturday	8.30am – 11am*	

*Pre-booked appointments only. Medical emergencies will be dealt with by the out-of-hours service.

**Medicals and other surgery work.

The Surgery is closed all Bank and Public Holidays and certain occupational training days.

For medical emergencies when the surgery is closed please phone – **0845 045 0411**

If you are not sure what to do, phone NHS Direct on – **0845 4647**

For further information visit the Long Lane Surgery website – www.longlanesurgery.com

Save yourself a journey to the surgery and **Order your repeat prescription online!**

Ask at Reception how you can do this.