

NEWSLETTER

INSIDE THIS ISSUE:

NEWS

Stansted

Complaints, Praise

Changes to the Waiting Room

Suggestion Box

Patient Participation Group

The Doctors Bag

NEWS

Welcome to our first Newsletter. We hope to produce this publication on a monthly basis to help inform our patients about news and events within the Surgery.

There will be regular features and feedback from the Patient Participation Group.

Also there will be helpful health information from the Doctors covering topical health and other

issues.

If you have any ideas or suggestions we would like to hear from you, either via our "Suggestion Box" on the Reception counter or send me an email to kgreaves1@nhs.net

Many Thanks

Karen Greaves
Practice Manager

Stansted

Many of you will be aware that over the last year we have been working more closely and collaboratively with Stansted Surgery.

This initiative was to share resources including the Practice Manager and align the working practices of both surgeries to facilitate a closer working relationship.

A year has passed and we have decided that although there are many merits to the system and

both surgeries have learnt and benefited from the experiment, the workload is unsustainable and it will no longer continue.

Therefore, as from 1st July 2015 Karen Greaves the Practice Manager will be back at Elsenham 4 days a week and is available Monday – Thursday and Anna Snares the Deputy Practice Manager will be available Thursday and Friday.

We will of course continue to work with Stansted on bespoke projects and have enjoyed developing our closer association with them.

Special points of interest:

- Working with Stansted.



Complaints and Praise

We are always seeking feedback from our patients and looking for ways to improve our service.

Many of you will be aware of the Friends and Family Test we are running. This test asks one simple question, "Would you recommend this Surgery to your friends or family". So far we are pleased to report 99% of the

responses we have received would either be "Extremely Likely" or "Likely" to recommend our surgery.

Praise: This month we have received two very kind letters of thanks from our patients.

Complaints: No formal complaints have been received this month.

Should you wish to complain "How to make a Complaint" Leaflets are available in the waiting room. These also include details of what to do if you are dissatisfied with the outcome of your complaint and how to contact PALS. Alternatively, please contact Karen Greaves – Practice Manager on kgreaves1@nhs.net

Changes to the Waiting Room

Many of you may have noticed how tired and shabby the waiting area has become. This has not been due to neglect rather we have been waiting to see if we were successful in our bid for monies for a renovation project.

We are pleased to announce that the initial phase of this scheme has been successful but we still have work to do in

order to fulfill all the bid criteria.

However, we will certainly endeavor to secure these monies as soon as possible and we will keep you informed of our progress.

Should we achieve our desired outcome the dispensary will move into the current waiting area

and the childrens waiting room will become the new waiting area.

These changes will create much needed space for additional consulting / clinical rooms and offices. It will also increase privacy around the front reception desk.

"you may have noticed how tired and shabby the waiting area has become...."

Suggestion Box

We have for many years had a "Suggestion Box" on the Reception Counter. Sadly this box is seldom used.

We would like to bring the box to your attention and urge you use it.

Patient Participation Group

The Patient Participation Group is open to all fully registered patients of the practice and the practice staff.

At present Dr. Whooley and Karen Greaves the Practice Manager also attends the meetings.

The current group meets fairly regularly in an informal way here at the Surgery. We had been working on a scheme to

provide a defibrillator for the people of Elsenham. However, we have suspended this project for the time being as it would appear that others in Elsenham may also be working on the same initiative.

We are always looking for new members to join us.

If you are interested in

finding out more about the work of the group or would like to join us please email Karen Greaves kgreaves1@nhs.net

The next meeting is scheduled to take place here at the Surgery on the 23rd June 2015 at 7:00pm. It is imperative that you let Karen Greaves know if you wish to attend this meeting.



Did Not Attend....

All surgeries have a problem to some extent with patients not attending or cancelling their appointments. We are fortunate not to have many persistent offenders and in general patients are very considerate and do cancel their appointments so that others can use them.

Although, there will always be a few unforeseen circumstances whereby it

is impossible to cancel an appointment in advance the majority of the 119 appointments lost in May could have been re-used.

We have tried different ways to manage this problem for example, text messaging patients to remind them they had an appointment. However, this was an expensive service and did not make

any impact on the DNA (did not attend) figures and so it was discontinued.

To assist patients we do have a dedicated cancellation answer machine service available 24 hours a day. We would kindly ask that if you are leaving a message please leave your name!

"This Surgery lost 119 appointments in May because patients did not attend or cancel their appointment"

**ELSENHAM
SURGERY**

Station Road
Elsenham
Bishops Stortford
Herts
CM22 6LA

01279 814730

For

Karen Greaves
Practice Manager

01279 818006

kgreaves1@nhs.net

PALS

0300 311 22 33

The Doctors Bag....

Hay Fever:

The first glimpses of sun have been seen which can only mean....Hay Fever!

Hay Fever is a common allergic reaction to pollen. Some of the more common symptoms include:

- sneezing
- a runny nose
- itchy eyes

Pollen contains proteins that can cause the nose, eyes, throat and sinuses to become swollen, irritated and inflamed.

Common Allergies:

- tree pollen, released during spring
- grass pollen, released during the end of spring and beginning of summer
- weed pollen, released any time from early spring to late autumn

Many people find that their symptoms improve as they get older.

Treatment

Treatment options for hay fever include [antihistamines](#), which can help prevent an allergic reaction from happening and [corticosteroids](#) (steroids), which help reduce levels of inflammation and swelling.

Many cases of hay fever can be controlled using over-the-counter medication available from your pharmacist. But if your symptoms are more troublesome it's worth speaking to your GP as you may require prescription medication.

Who is affected

Hay fever is one of the most common allergic conditions. It is estimated that there are more than 10 million people with hay fever in England.

Hay fever usually begins in childhood or during the teenage years, but you can get it at any age.

The condition is more common in boys than in girls. In adults, men and women are equally affected.

Hay fever is more likely if there is a family history of allergies, particularly [asthma](#) or [eczema](#).

Self-help tips

It is sometimes possible to prevent the symptoms of hay fever by taking some basic precautions, such as:

- wearing wraparound sunglasses to stop pollen getting in your eyes when you are outdoors
- change your clothes and take a shower after being outdoors to remove the pollen on your body
- try to stay indoors when the pollen count is high (over 50).

Complications

Hay fever does not pose a serious threat to health but it can have a negative impact on your quality of life.