

# RDP News



## Rush-home and read it!!

### The Robert Darbshire Practice Patient Newsletter : July 2014

Following the most recent Patient Survey we have decided to re-introduce our newsletter. Welcome to the first edition of this new newsletter. We want to keep you informed about Practice news and health updates. We hope you enjoy it, please feel free to make suggestions as to how we can improve the way we provide information.

In March 2014 we carried out an online patient survey using Survey Monkey. 145 patients completed the survey. The results we received were very informative and we have listened to what you have said. To see the full report including all results and action plan please visit our website <http://www.rdp.org.uk/>. If you would like to join our Virtual Patient Participation Group please contact us on [CMCCG.rdp-ppg@nhs.net](mailto:CMCCG.rdp-ppg@nhs.net)

#### What you told us ☹️

We would like more information about services the practice provides.

We want to be able to book appointments in the evening and at weekends.

Why do we need to make a telephone appointment first? Can we make an appointment without the need for an initial telephone appointment?

Can we know when the Doctor will call us back? It might not be convenient to talk when the doctor rings?

We would like the waiting room environment to be improved.

#### What we will do 😊

We have re-introduced the practice newsletter. Copies will be available in the waiting room, on the website and we will email to all patients who have provided us with an email address. Please also visit the practice website at <http://www.rdp.org.uk/> to find out about all our services.

By working with Primary Care Manchester we are now able to offer evening appointments until 8pm on Monday to Friday and morning appointments on Saturday and Sunday.

This is for your benefit so that the doctor can assess whether you have an urgent problem that needs to be seen quickly, how long your appointment needs to be, who the appointment needs to be with and arranged at a time to suit you. It may be that during the initial telephone consultation with the doctor your problem or query can be managed over the telephone and this can save you a visit to the surgery.

We routinely monitor appointment data and we have decided to change the system for children aged less than 1 year and parents have the choice of whether they would like to book a face to face appointment or request a telephone consultation.

Unfortunately we are unable to give a specific time however we will try to ensure that when you request a morning telephone appointment you will be called back before 1 pm and when requesting an afternoon appointment you will be called back before 6pm.

It is already possible for you to ask for a call back within a certain time frame (for example, after 5pm) if you are at work.

- We have arranged to decorate the waiting room
- Reception will monitor tidiness
- We will review the positioning of the self check-in machine so it is well signposted
- We will look at trying to place a tannoy system by the door so that patients can hear their name being called

### Self Check-In Machine

When you arrive at the Practice for your appointment you do not need to queue up to tell us you have arrived. We have a self-check-in machine. You simply touch the screen to start, enter your date of birth and gender (male or female) then confirm your identity. Then take a seat and wait to be called.

**Please note the machine will not allow you to check in if you are more than 10 minutes late for your appointment.**

### Email

Do you have an email address? We sometimes have important health information which we would like to share with you. We can also send you a copy of the newsletter. Please let reception know your email address.

### Change of details

Occasionally we need to contact you and it is vital we have your up to date details. This includes address, phone number, especially changes to mobile phone numbers. Please inform reception of any changes.

### Text Messaging

We now send out appointment reminders and other messages via text. If you do not wish to receive text messages please let reception know.

### Travel Clinic

If you are going overseas this summer you may need some vaccinations. In most European countries you should be okay, but generally the further and more exotic your destination is, the more likely you are to need advice and more importantly immunisations. The aim of our travel clinic is to keep you safe and healthy abroad.

It is always best to be protected and you can ask about this when booking your holiday. When you know your travel plans (at least 6 weeks before travel) ask for a telephone travel appointment with the nurse. The nurse will ring you and discuss what injections you should consider and will arrange a suitable appointment(s) for you. It is not just injections we offer, the nurse will discuss the risk of malaria and other health tips with you.

Most vaccines are provided for free; some however are not available on the NHS and you will be required to pay a fee. The nurse will tell you about this during the initial telephone call.

If your travel is last minute or you do not give us enough notice of your travel needs, you may have to attend a local private travel clinic. There is nothing wrong with them, you will just be charged for all their services including all vaccines. Please see our website for more information: <http://www.rdp.org.uk>

### Did you know we run a free sexual health clinic here at the practice?

Sexually transmitted infections (STIs) are infections that are passed from one person to another during sex. Lots of people will have an STI and not know it. This is because the symptoms for some STIs are not always obvious. Some of the symptoms to look out include pain when peeing, blisters, sores or spots around the genitals or anus, irritation of the urethra (where the pee comes out), pain when having sex, unusual discharge from the penis, vagina or anus, itching around the genitals or anus. If you think you might have an STI, you can come to one of our sexual health clinics on a Wednesday or a Friday. These clinics are free and confidential, and we will test and treat STIs and refer to other services as needed. If you would like to book into one of our sexual health clinics please contact reception. **In addition to this Clinic the RU Clear service offers free confidential chlamydia and gonorrhoea test kits for patients aged 16-24years with no symptoms. If you are aged under 25years you can pick up a free test kit from the practice. Please contact reception or ask your Nurse or Doctor for a kit.**

### Is your child vaccinated?

Is your child up to date with the recommended childhood vaccinations? Immunisations are an important part of keeping your child healthy; they help prevent illness/ disease which can cause harm and in some cases be fatal for your child. If you are not sure if your child is up to date then please contact the Practice and request a telephone call with a Nurse to discuss immunisations. **You can attend our well baby clinic each Tuesday between 9am and 11am OR alternatively, arrange an appointment with the Nurse to suit you.**

### Pregnancy and whooping cough

New born babies are at the greatest risk of whooping cough because they cannot be protected against it at birth. If you have the whooping cough vaccine whilst pregnant the vaccine will pass on to your baby through the placenta. Your baby will then have enough protection until they are old enough to have the vaccine themselves.

The vaccine is free, safe and very effective.

The most effective time to have the vaccine is when you are between 28 and 38 weeks pregnant (between 28 and 32 weeks is the ideal time).

You may have questions or concerns; if so please talk to you midwife or contact the nurses. **You can get the vaccine here at the Practice – just make an appointment.**