

The Culcheth Medical Centre Newsletter April 09



Welcome to the latest edition of our Newsletter. The aim of this is to be informative about the Practice and any new Health issues that may affect you. So here goes;

Appointment System

As we all know {or should do by now}, having listened to what you, as patients wanted, we changed our appointment system to try to make things easier for all. However, as I warned in previous newsletters the number of people not turning up for their pre-booked appointments has dramatically increased. From Nov 08 to end of Feb 09 around ninety,90 people didn't turn up for their appointment and more importantly didn't let us know before hand. This is a huge number of wasted appointments and has a "knock on" effect in increasing waiting times. 90 missed appointments is equivalent to 5 full surgeries. So please cancel your appointment as soon as you know you cannot attend or no longer need it, so that we can allocate it to another patient.

Please don't shoot the messenger!!

Unfortunately there have been a number of incidents of patients being rude to our receptionists, both at the desk and on the phone recently. This seems to stem from not being able to get an appointment on the day. Please remember that we can only see a certain number of patients on any one day {but we will always see genuine emergencies on same day}, and once those slots are gone that's it! The receptionist cannot make any more appointments, but will advise you on the next available one, and will endeavour to make sure that your problem is sorted out. So please be gentle with our staff as they are always on your side and work very hard to ensure you get quality care.

Telephone Advice

If you want advice on a health problem, or medication, or need to talk to the doctor or nurse, the receptionist will take your details and pass it on to us. We will ring you back as soon as we can on the same day, but it may be after surgery so as not to delay appointments. The receptionist will not put non-urgent calls through to either doctor or nurse during surgeries as these interruptions are distracting for us and patients.

Surgery Web Site

I am pleased to let you all know that our own Surgery website is ready to view. Dr Ghosh is putting the finishing touches to it, but you can go on-line and have a look at it at the following address : www.culchethgp.co.uk

We hope that you will like the site and find it interesting and informative. This newsletter and several past ones are available to be read on the website.

Personal Details

Please remember to let us know if you have changed address or phone number so that we can keep your records up to date in case we ever need to contact you in a hurry. Mobile phone numbers are very useful to have on your records, and all are 11 digits long. When giving your number to a member of staff do make sure we have got it correct by asking the receptionist to read it back to you.

Easter Holidays

We would like to wish you all a Very Happy Easter, and hope that the weather is kind and that you all get a good rest. For those planning a foreign holiday this summer do remember to check with the practice nurse regarding holiday immunisations. Remember we do Yellow Fever jabs here now.

Health Information Topics

Indoor air pollution---Carbon Monoxide {CO}

Accidental exposure to carbon monoxide kills more than 50 people each year in England and Wales and seriously injures 200. It is a colourless odourless gas produced when gas or other fossil fuels burn without enough air. Incorrectly installed, poorly maintained or poorly ventilated cooking and heating devices are the main sources.

Headaches, tiredness, difficulty in thinking clearly and feeling sick are common symptoms. Young people's academic work may deteriorate. If you suffer these symptoms and suspect a CO leak, stop using all cooking and heating appliances, open all windows and contact **Health and Safety Executive {HSE} Gas Safety advice line** on free phone 0800 300 363. You should also seek medical advice promptly either by contacting your GP or accident and emergency department, a blood test can be performed to measure the amount of CO bound in the blood.

Prevention

1. Have all gas and other fossil fuel appliances installed and serviced regularly by trained, registered engineers i.e.; CORGI registered. NEVER install or service appliances yourself.
2. Make sure all rooms are well ventilated when using an appliance.
3. Don't use gas cookers for heating
4. Do not sleep in a bedroom with a paraffin heater or an unflued gas fire.
5. Fit a carbon monoxide alarm at low level. Make sure that it meets British or European Standards ; i.e. BS Kitemark.
6. Make sure all chimneys and flues are clean and not blocked
7. Do not use gas appliances if they produce yellow flames and deposit soot on walls and fireclay radiants.