



6th Edition
Summer 2011

Email: fountain.connections@gmail.com
Surgery website: www.fountainmedicalcentre.co.uk



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*Hello and welcome to the sixth edition of the "Fountain Pen".
Your Patient Participation Group newsletter keeping you in touch with news and views from the
FOUNTAIN MEDICAL CENTRE*

Many of you expressed concerns or had queries regarding surgery telephones, repeat prescriptions and appointments. In reply to these, the Practice Manager, Gill Bullimore, has provided some useful information for you.

- 1) **Telephones:** We have been experiencing problems with our telephone system the last few weeks. This is being updated by the telephone company. We apologise for all of the inconvenience.
- 2) **Repeat Prescriptions:** Patients who are on repeat prescriptions can order their monthly prescription in the following ways:
 - On line via our website www.fountainmedicalcentre.co.uk – remember you have to register at the surgery to order on line.
 - By calling in to the surgery and dropping the 'repeat' slip off for collection in 48 hours (there is a box in reception).
 - By posting your repeat prescription to us with a stamped addressed envelope for return.
 - By calling the surgery Monday to Friday between 10.30hrs and 13.00hrs (01636 673646) ensuring you have all your required details to hand.

Any patient receiving repeat medication will need to be reviewed by the doctor or nurse at least once a year. Without this review we cannot continue to issue your prescription.

We always have prescriptions ready for collection in two working days. If, however, you have your prescription collected by a chemist you may need to liaise with the Pharmacist to see if any additional time is required on their behalf.

- 3) **Appointments:** Our aim is to provide an appointment system that operates well for both the patient and the clinician. Appointment times range from 08.15hrs to 18.00hrs Monday to Friday with a doctor or nurse.

Patients are able to book five weeks in advance for a routine doctor's appointment. Should the doctor need to see you for review they will have access to the appointments and will be able to make this appointment direct or ask you to go to reception with a slip of paper confirming that an appointment needs to be made.

Our appointment system is made up as follows:

- Receptionists are able to book some appointments five weeks in advance.
- Some appointments for the doctor become available 48 hours before.
- Some appointments for the doctor become available on the same day.
- The doctor has telephone appointments each day and we have a duty triage doctor on every day.
- You can register for our on line service (please ask at reception) and this allows you to make your own doctor's appointment and also to cancel this appointment.
- We offer some appointments early Monday mornings, after 18.30hrs on some Tuesday evenings and some Saturday mornings.

Please remember it is important to cancel your appointment – someone else may need this urgently. There is the facility to leave a message on our telephone system informing us you have cancelled.

If you have any further queries or positive suggestions please contact the practice manager at the surgery or email your Patient Participation Group at fountain.connections@gmail.com

We will be glad to feedback your comments.

Stay healthy in the sun

A few tips to help you to stay healthy in the summer

- Stay in the shade when the sun is at its height.
- Take care never to burn
- Use a high factor sun screen which has UVA protection and re-apply frequently during the day.
- Take extra care of babies' and children's delicate skin. Sun protection clothing is now available from many high street stores.
- Wear a wide brimmed hat and sunglasses with UV protection
- Cover up with loose fitting clothes made from tightly woven fabrics
- Drink plenty of fluids to avoid dehydration

Have a wonderful but safe holiday.

Beaumont House Community Hospice

As we all know, Beaumont House is a wonderful and much needed support for patients with cancer and life limiting illnesses, their carers and families. They have now opened a drop in, town centre based resource and information centre.

The aim is to coordinate provision and support for patients, families and carers in a 'one-stop shop' environment that is relaxed and informal. The services that will be available as the centre evolves include:

- Carer support
- Disease information and symptom relief
- Equipment loans - these are through Beaumont House but Christine can refer you
- Benefits & welfare rights- information will be provided through Beaumont House but you can be referred by Christine
- Support groups
- Bereavement support & counselling

Christine Smith, who is based at the centre, is a Macmillan Information and Support Specialist. She has an office full of information and if she doesn't immediately know the answer to any query or problem you may have, she will find out for you or, if you just want someone to listen, she is willing to do that too. There are private rooms so you can speak to Christine in full confidence.

The service is available without an appointment Mondays to Fridays, any time between 10am to 4pm or you can contact Christine to make an appointment.

Her contact details are: Tel 01636 610556, email christine.smith@beaumonthouse.co.uk

The centre can be found at 11c Stodman Street, Newark (next door to their charity shop)

Men's Talk

The men only group held its first meeting on 25 July to discuss potential venues, topics for discussion and frequency of meetings. They agreed to meet every two to three months and will organise talks by health service professionals on topics such as prostate problems, depression, keeping heart healthy, breathing problems, arthritis etc. etc. The aim is to encourage men to go for available screening tests, to recognize early symptoms of potential problems and to seek medical help promptly.

If you are interested in joining the group or wish to know more, please email fountain.connections@gmail.com or, if you don't have access to the internet, please write to: Fountain Connections c/o The Practice Manager, Fountain Medical Centre, Sherwood Avenue, Newark NG24 1QH. All information is strictly confidential.

Coffee Morning

A huge thank you to everyone who supported our coffee morning on 9 July, either, by spending their money, helping out, or donating prizes for the raffle or games. We raised a total of £218 for the Fountain Connections Patient Participation Group.

Recipe

An easy, low fat, low sugar dessert for you to enjoy

Apple and orange whip



Ingredients:

1lb cooking apples
¼ pint of water
1 pint sugar free jelly – tangerine
142ml low fat fruit yogurt – mandarin or apricot
2 egg whites

Method:

Peel and slice apples. Cook gently in saucepan until soft and pulpy then beat thoroughly. Measure pulp and make up to ¾ pint with water if necessary. Stir in jelly until it dissolves. Cool and then stir in half the yogurt. Chill until the mixture starts to turn syrupy and is beginning to set around the edges. Whisk egg whites until stiff. Whisk jelly mixture until frothy and then fold in the egg whites. Pour into dishes or moulds and serve with the reserved yogurt poured on top.

Physio Fables

This little tale was provided by Mark Wilson who runs the Newark Physiotherapy Clinic at 2 Carter Gate, Newark.

I was sitting at my desk, waiting for my first patient to arrive, when I heard a cacophony of noise at the entrance to the clinic. It sounded like a kazoo playing kangaroo who was participating in a three legged sack race. In reality, it turned out to be Jim Smith who had been doing a bit of gardening and was now bent double in agony. He told me that he had a continual throbbing in his lower back with an intermittent, sharp pain down his right leg as if he was being attacked by a cross eyed harpoonist with a warped sense of humour. For an otherwise healthy man, he wasn't looking too good as his beauty sleep was being disturbed every two hours.

His wailing was starting to irritate the receptionist (who was updating her facebook profile whilst renewing her nail varnish), so I took through to a treatment room. I tested his reflexes (his leg responded by kicking me). I tested his strength (his leg overcame my grip and kicked me). I tested his range of movement and yes, he was able to kick me from a distance. I came to a diagnosis – a facet joint sprain, which is where a joint gets stuck in abnormal position and relief is only obtained when the normal position is once again achieved.

I told Jim what had to be done. He blanched. His voice rose an octave, reliving his days of head choirboy at 'All Saints'. He repeatedly apologized for kicking me but the treatment still had to be done. I put him in a wrestling hold, took a couple of deep breaths and then, with a sudden flick of my patella, there was a click, a grunt and the job was done. I calmed the area down with some high pitched sound (ultrasound) and some low pitched sound waves (my rendition of Jingle Bells), then Jim was ready to go. He got off the couch with great trepidation, looking over his shoulder to see if he could spot the harpoonist and then this smile of simple pleasure and delight spread across his face as he realized that his pain was no more.

He left the clinic with my warning words ringing in his ears,
"gardening is the most dangerous occupation known to men – leave it to the women."

Fountain Connections

Fountain Connections is the name of your Patient Participation Group. The group is your connection to the practice and enables you to give feedback, make suggestions and have your say in what happens. If you would like to be part of our group either as a virtual or more active member, please email fountain.connections@gmail.com or complete the slip at the end of the newsletter and post it to Fountain Connections c/o The Practice Manager, Fountain Medical Centre, Sherwood Avenue, Newark, Notts. NG24 1QH

Thank you for taking the time to read this newsletter. We look forward to hearing from you.

Yours very sincerely

Pat Bird
on behalf of Fountain Connections Patient Participation Group

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Please contact me with more information about Fountain Connections (your information is confidential)

Name:

Address

Telephone number:

Email address:

Send completed slip to:

Fountain Connections
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