

## Important - for all patients

*Please - Take me home!  
 and share with family & friends*



*Was  
 it  
 YOU?*

WHY DO WE WAIT so long for appointments? One reason is the huge number of patients who make appointments and then fail to keep them. In the last 12 months, records show that DNAs (Did Not Arrive) at Saltscar Surgery were:

<u>Appts</u>	<u>To see</u>	<u>Time lost</u>
1086	GPs	184 hrs (over 1 month's work)
536	Nurse Practitioner	89 hrs (2¼ working weeks)
753	Practice Nurses	213 hrs (over 5 working weeks)
379	Health Care Assistant	66 hrs (almost 2 weeks)
<b>2754</b>	<b>Lost Appointments</b>	<b>492 hrs Wasted time</b>

On average, *EVERY DAY* 3 people don't turn up for their appointment with a GP – every day each of our GPs has a wasted time slot. *EVERY DAY* 4 more patients fail to keep their appointments with the Nurse Practitioners, Nurses or the Health Care Assistant.

**PLEASE – if you cannot keep your appointment or no longer need it, phone in and cancel. This releases the appointment for someone else to use.**

### **Antibiotics - use & abuse**

ANTIBIOTICS CAN SAVE LIVES but they must be used wisely to preserve their strength and effectiveness. Many minor winter illnesses such as colds, sore throats and flu are caused by viruses, not bacteria – antibiotics have no effect on viruses. Take them too often and the bacteria build a resistance to them. Sometimes antibiotics have unpleasant side-effects such as diarrhoea and thrush. Take rest, paracetamol and plenty of fluids to cure most winter illnesses.

## 'STAR' service offers Extended Surgery Hours

A NEW SERVICE is open to patients of Saltscar Surgery as part of a six-month pilot scheme.

Patients may now consult in person or by phone with a local GP any weekday evening from 6.30 p.m. to 9.30 p.m. and at weekends and Bank Holidays from 8.00 a.m. to 8.00 p.m. The service is based at the Bentley Medical Practice at Redcar Primary Care Hospital. The GPs are drawn on a rota basis from local practices, including the Saltscar Surgery.

### *To access the service:*

- Call 111 and ask for the clinician at the *South Tees Access & Response (STAR)* scheme to call you.
- Or Go directly to the Bentley Practice at Redcar Hospital and wait for the first available slot.

*Note that the STAR extended hours service operates only 6.30-9.30pm Monday to Friday and 8.00am – 8.00pm at weekends and Bank Holidays. You cannot access the STAR services out of these hours.*

When you arrive, you will be asked if you consent to the clinician accessing your medical records. This enables the clinician to see your medical history, test results etc - the same as when you visit your regular doctor. *Access to your records is available only for the duration of the consultation.*

## Sharing medical records

IF YOU ARE LIKELY to make frequent use of the new STAR out-of-hours clinic at the Bentley Surgery or the Minor Injuries Clinic at Redcar Hospital, you might like to consider giving your consent for the Saltscar Surgery to share your medical records with them. Access is granted only to qualified clinicians while you are consulting them. Full details in the information leaflet in the Reception area.



## Take Care of Yourself

NORMALLY HEALTHY PATIENTS can do a lot to treat their own minor illnesses during winter. Commonsense, advice from a pharmacist and some of the over-the-counter medicines will cure all sorts of winter illnesses.

- *Paracetamol & Ibuprofen:* relieve most minor aches including headaches, period pain, sprains and inflammation due to arthritis.
- *Dioralyte:* re-hydrates the body after diarrhoea or vomiting.
- *Antacids:* relieve stomach ache, heartburn and trapped wind after over-eating at Christmas!

**REMEMBER** – all tablets must be kept in sealed containers out of sight and the reach of children.

### Things to keep in the First Aid Box or the bathroom cabinet:

- *Bandages:* to support sprained or broken limbs and to hold pressure pads on deep cuts before being treated at the Minor Injuries Unit.
- *Plasters:* keep a box of assorted sizes handy. Ensure wounds are clean and dry before applying.
- *Antiseptic fluid or cream:* use it to clean wounds before applying a plaster or bandage.

Call the surgery and speak to one of our nurses or dial 111 if you are not sure what to do.

## Need a Doctor today?



DOCTORS AND NURSES are available at Saltscar Surgery, Monday to Friday to answer your queries. *Phone in, and we will call you back* as soon as one of the medical team is free or as near as possible to a time that suits you.

Our team has your medical history to hand and will know what's best for you. The surgery can provide same day advice and appointments to those who need urgent attention.

If you need urgent attention, you will be given a same day appointment, as are all children under 12 years. This process is called *triage* and ensures that urgent cases get prompt attention.

*This service is available Monday to Friday, 8.00 am to 6.00 pm, but not on Saturdays. Read overleaf about the new STAR out-of-hours service at the Bentley Surgery.*

## Emergency Advice and Out of hours care

URGENT MEDICAL ADVICE is available 24 hours a day, 7 days a week, every day of the year.

- *If it's out of hours and the surgery is closed.*
- *If you need medical help or advice quickly but it doesn't need a 999 emergency response.*
- *If you think you should go to A&E or another urgent care centre, but you're not sure.*
- *If you don't know who to call.*
- *If you need health advice or re-assurance about what to do.*



Your call will be answered by a fully trained advisor, supported by experienced nurses and paramedics. They will call a '999' ambulance if it is necessary or advise you whether to visit an out-of hours surgery or your regular GP.

**If it's not a life threatening emergency  
Call 111 at any time**

## Budget-busting costs!

PATIENTS WHO GO to A&E with minor ailments during surgery hours cost the Saltscar Practice over £55 a time and visits to Redcar Hospital cost £40. In the last 12 months, Saltscar patients made over 1200 visits to A&E and Redcar Hospital's Minor Injury Unit at a cost to Saltscar Surgery of over £175,000. These costs are set against the surgery's NHS budget and reduce the funds that could be spent on improving services for everyone's benefit.

**Always ask yourself two questions.**

- *Is it an accident?*
- *Is it an emergency?*

If it's not an accident or an emergency ring the surgery first or out of surgery hours, call 111.

## Useful phone numbers

Saltscar Surgery      01642 484495 & 471388  
Out of hours urgent advice & STAR appts. 111  
Redcar Primary Care Hospital      01642 511000

**Saltscar Surgery – Now Online at:  
[www.saltscarsurgery.nhs.uk](http://www.saltscarsurgery.nhs.uk)**

- **Book your own appointment**
- **Order repeat prescriptions**  
Ask at Reception for password and log-in (photo-ID required)

For appointments and repeat prescriptions, visit: [www.saltscarsurgery.nhs.uk](http://www.saltscarsurgery.nhs.uk) or Tel. 01642 484495