



The Allan Practice Newsletter

Summer 2018

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Join our Patient Participation Group!

We are looking for patients who would like to become an intrinsic part of the surgery. As a communication channel between patients and the practice, the aim of the PPG is to improve the quality of service provided by the surgery, keeping the best interests of the patients at its heart. If you are interested in joining, please speak to the receptionist or email: calcot.ppg@nhs.net

Missed Appointments

In May 2018, 94 patients failed to arrive for their appointments. That is roughly 15 hours of clinical time lost. If you do not think you will be able to make your appointment, please remember to cancel or rearrange through your doctor's secretary or via our online services.

Here Comes The Sun!

Although some days it doesn't always seem it, summer is well and truly upon us. Whilst summer is accompanied by the wonderful things such as ice cream, seaside trips and longer days, it also comes with different health risks. The hotter it gets the more important it becomes to protect yourself and your family from the heat. Below we've put together some top tips for keeping cool as the summer gets warmer!

Whether you're travelling abroad or having a staycation looking after yourself during the summer is important. If you are travelling abroad, travel vaccinations are recommended for a number of foreign countries. If you or your family need any immunisations, it's important to book in with one of our nurses at least six weeks before you travel to give plenty of time for vaccinations to be administered.

It may seem a tad strange to mention flu jabs in the same article as travel vaccinations, but flu season will be upon us before you know it! This year, all flu clinics will be available to book online (as well as through your doctor's secretary). If you'd like to be able to book your appointments online, speak to our reception team to get signed up for online access.

Thank you for all of the support that we have received for the newsletter so far. If there is anything that you'd like to see featured in a future newsletter please let us know and we will do our best to cover it!

Keeping Cool



For most of us, hot weather is a welcome change after a long, cold winter. But the hotter it gets, the more health risks there are. We've put together some top tips to help keep you and your family safe now that we're finally getting a little sun!

The main risks posed by hot weather include: dehydration, overheating, heat exhaustion and heat stroke. Hot weather can affect anyone, but elderly people, babies and young children, people with chronic illnesses (such as asthma or cardiac risks), people with mobility issues and those who are incredibly active are some of those at the highest risk.

Know what's coming:

Keep an eye on the weather forecast, that way you can be prepared for your day.

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Staff Training

One afternoon a month the practice closes for protected staff training. On these dates we close from 13:00 and open as usual the following morning. **This quarter's PLT dates are: 13th June and 10th July.**

You said:

I can only call on my lunchbreak but my doctor's secretary line is switched off for protected admin time between 12:30pm and 2:30pm.

We did:

Due to high demand for extended phone hours over the lunchtime period, we have implemented a Duty Secretary. If you call our reception line between 12:30pm and 1:30pm your call will be put through and dealt with by our Duty Secretary.

Diabetic Monitoring

Have you received a letter asking you to book in for your annual diabetic check? Annual diabetic monitoring is essential for insuring your diabetes is being managed in the most effective way. Please do not ignore reminders, book in with your GP today!

Contact Us

If you are unable to call, prescription requests and routine enquires can be forwarded to our email: contact.theallanpractice@nhs.net Booking appointments must still be done either via the doctor's secretary or via online services.

Hot Tips for Staying Cool:

- Shut windows and keep blinds closed when it's hot outside. Ventilate the house when it's cooler.
- Stay out of the sun between 11am and 3pm.
- Have cool baths or showers
- Drink cold drinks regularly but avoid alcohol, caffeine and drinks high in sugar
- Plan ahead and make sure you have food, water and medications that you might need at home
- Identify the coolest room in the house and spend time there
- Wear loose, cool clothing with a hat and sunglasses if you go outside

Don't forget about those around you:

Like in extreme cold, don't forget to check on friends, relatives and neighbours in the hot weather, especially those who may be less able to look after themselves.

Dr. Ranj's Greek Adventure



As many of you will be aware, as of the 4th June Dr. Ranj has left us temporarily for a three month sabbatical.

Dr. Ranj has taken this time away to work in a refugee camp in Greece as the resident doctor with a charity and we are sure all of our patients will join us in wishing him luck for his trip.

During his absence, Dr. Ranj's patients will be looked after by Dr. Jonathan Davey who will work as a locum with us for the three months.

Check our website regularly for updates and pictures of Dr. Ranj's trip.

The New Patient Access Website

As some of you avid Patient Access users will have spotted, the Patient Access website has been updated. The new website has been designed with feedback from General Practitioners and patients to make it as user friendly as possible. All of the services offered by the website have remained the same, with the addition of a self-help support centre to help patients navigate the parts of the website that they find more difficult.

Some of you would have noticed that you are now also able to use your email address to log in to your account. The first time you log in to the new website you will need to use your Account ID Number and then verify your email address within your account. Once you've completed this – no more unnecessarily long ID number!

If you already have a Patient Access account, you don't need to do anything in relation to this change. If you haven't yet signed up for online access, speak to our Reception team to get started!