



The Tudor Times

ISSUE 13

MAY 2024

May Bank Holiday

Mon 27th May
CLOSED

****Out of Hours****

When the Practice is closed, please call 111 for non emergencies

Upcoming Staff Training Dates:

4th June

25th June

23rd July

On these dates we will close at midday

Welcome to our first newsletter for 2024, it's been a very busy start to the year but hopefully as the weather improves the demands for our services will lessen and make it easier to get an appointment if you need one.

You may have seen information in the news about a significant amount of money overpaid to us by the Integrated Care Board (ICB) which has resulted in a large debt that we need to repay. This money was paid to us over a 3 year period and we will be looking to repay it back over a similar term which will help minimise the impact on the practice. We can assure patients that the money overpaid to us has been spent on patient care and we would like to thank those patients who have spoken with us since this was in the news and for the support that you have offered.

We have taken the opportunity to review the services we offer and we will continue to try and provide the best care possible to our registered patients. With this in mind we have got a temporary list closure in place which means that we are not taking on any new patients for the next few months. It does also mean that we will continue to enforce our policy of asking patients who move outside of our catchment to register elsewhere. Any patient registered with us that is no longer in our catchment may also be asked to register elsewhere if it becomes clinically inappropriate or impractical to continue to provide you with care e.g. you need regular home visits.

A COVID-19 Spring Booster vaccination will be available to our most at risk patients and eligible patients; eligible patients will be contacted directly by NHS England as we will not be offering vaccinations in practice.

Tricia (Practice Manager) & all the Team at Tudor House

Did Not Attend (Missed Appointments) and Late Arrivals

The practice is seeing a huge increase in the number of patients failing to attend their booked appointments. In March 2024 **112 patients** missed a total of **120 appointments**.

The practice policy is that any patient who misses 3 appointments in a 12 month period will be removed from the practice list. We usually send a warning letter after 2 missed appointments in a 3-6 month period.

We appreciate that it is sometimes unavoidable and we have given many patients more than the 3 missed appointments before we send a warning letter however, due to the pressure on appointments we will be writing to more patients who fail to attend.

Cancelling an appointment is easy; the NHS App allows you to cancel online and the waiting time after 9AM to get through on the phone is usually less than 2 minutes if you need to call. If you have received an SMS reminder for your appointment then this now also has a link to cancel the appointment.

We do need to ask that you give us at least 1 hours notice when you cancel an appointment otherwise we are unlikely to be able to offer it to anyone else.

Patients who turn up late for their appointments may not be able to be seen; we know this can be frustrating however, the staff member will usually have a full list of patients to see and seeing late arrivals has a knock on effect for the rest of the clinic. We will try and accommodate you if we can but please do not be offended if we can't and you will need to rebook your appointment for another day/time.

How are we doing?

In the last 3 months:

- The reception team have answered a staggering **16,770** calls
- We have been rated as "would recommend" by **95%** of our patients in the Friends & Family Test
- Have had **343** appointments where patients failed to attend — this equates to 75 hrs and 10 mins worth of appointment time. Please help us by ensuring that you cancel any appointments in good time if you cannot attend.

Are You A Carer?

A Carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or addiction cannot cope without their support. You are a Young Carer if you do this role and are under 18 years of age.

If you are looking after someone, we would like you to let us know so we can add you to our Practice Carers Register and we can then offer you relevant information and support.

April saw the launch of 'Thriving Nottingham,' a new, free health and wellbeing service, funded by Nottingham City Council and developed by Thrive Tribe to revolutionise health support for residents in Nottingham. Drawing on over 15 years experience, Thrive Tribe is dedicated to working with health care professionals and residents to create lasting improvements in the community with one mission: to empower over 1 million people to change their behaviours and thrive!

Programmes that they offer include help to stop smoking, lose weight, boost health and well being and help to get you moving around more. There are a wide variety of health and wellbeing programmes and eligibility for each is slightly different and you'll need to live or be registered with a GP in the city of Nottingham.

Take a look at their website <https://thrivingnottingham.org.uk/> Everything they offer is available on a self referral basis. Enter your details and someone will contact you to discuss your needs.

Repeat Prescriptions

Repeat prescription requests should be made through the NHS App or by leaving a message on our answerphone with your name, date of birth, address, postcode and telephone number as well as the medication that you require. Please press option 2 to leave your request. We process requests throughout the day and your prescription will be at your nominated pharmacy within 48 hours. If there are any issues with your request, we will contact you. Please do not request medication more than a week in advance.

Did you know....

When your prescription has been processed, you can see this on the NHS App so you do not need to call us or your pharmacy to see if it has been actioned?

If you do have any queries or need to contact the practice please do so after 10am.

Hayfever season

As we enter hay fever season, please remember a pharmacist can give advice and suggest treatments to help relieve your symptoms.

How to treat hay fever yourself

There's currently no cure for hay fever and you cannot prevent it but you can do things to ease your symptoms when the pollen count is high.

Do

- put Vaseline around your nostrils to trap pollen
- wear wraparound sunglasses to stop pollen getting into your eyes
- shower and change your clothes after you have been outside to wash pollen off
- stay indoors whenever possible
- keep windows and doors shut as much as possible
- vacuum regularly and dust with a damp cloth
- buy a pollen filter for the air vents in your car and a vacuum cleaner with a HEPA filter

Don't

- do not cut grass or walk on grass
- do not spend too much time outside
- do not keep fresh flowers in the house
- do not smoke or be around smoke – it makes your symptoms worse
- do not dry clothes outside – they can catch pollen
- do not let pets into the house if possible – they can carry pollen indoors

New Staff

Please join us in welcoming new staff to the practice:

Katie - our new HCA who started in May

Sandra - our new receptionist who started in October

Abbie - our new admin apprentice who started in October

Shannon, our secretary, has returned from maternity leave.

We will also have an additional practice nurse joining us in the summer. More details to follow.



Car Parking

Over the last few months we have seen an increase in the number of patients using the reserved Doctors spaces.

Please ensure these 2 spaces at the entrance to the car park are left clear for the GPs

Thank you

Social Media

We now have a Facebook Page

Follow our page for health updates and practice news via this [link](#) or scan the QR code

