

What's up Doc'?



**BOWLING HALL
MEDICAL PRACTICE**

NEWSLETTER ISSUE 11 AUTUMN 2012

THANK YOU...

...for your words of encouragement following the major update and changes to the summer edition of our practice newsletter, 'What's Up Doc?'

In this issue we have incorporated a variety of subjects that we know concern our patients. We have an explanation about appointments with Doctors and Nurses at Bowling Hall Medical Practice as well as an article on weight loss. We have a special welcome to a host of new faces, and there is also more information concerning your choice of treatment centres.

We would again remind patients that we do welcome your comments... good or bad, we'd like to hear from you. Feel free to let us know what you think in person at our next "Patient Forum" meeting - all are welcome.



**INVESTORS
IN PEOPLE**

Saying goodbye...

As well as welcoming lots of new faces to the practice, we are also sad to say goodbye to some as well.

Dr Mihov has finished his placement at the practice and has now qualified as a General Practitioner, and has started his first role as a fully qualified GP with another Practice.

Dr Sharma has finished his time here and will move on to work at different GP Surgeries.

Sonja the Practice Nurse will move on in the middle of September.

We wish them all well in the future.

Brand New Faces...

Introducing Drs O'Brien, Tariq, Ali and Thompson



We are delighted to welcome a number of new faces to the Practice in August and September.

Dr James O'Brien, pictured above, has joined the team as a permanent GP. Having spent some time on a placement here during his training a few years ago, Dr O'Brien jumped at the chance of returning in a permanent role.

"I was a trainee doctor at Bowling Hall Medical Practice and I enjoyed the time I spent here", he says. "I was thankful for the opportunity to work here again. I have only been here a short time this time around but I have thoroughly enjoyed my first few weeks in the post".

As well as Dr O'Brien, we also have three more Doctors joining us for temporary training placements.

Dr Nadia Tariq is a GP Registrar, and is in the first year of her final stint of training. Dr Tariq will be with us for six months until February.

Dr Aamir Ali, who is a GP Registrar in his final year of training, will be with us for twelve months until August.

Dr Georgina Thompson, an FY2, will be with us for four months until December.

FY-What...?

As you may be aware, Bowling Hall Medical Practice is a training practice, which means we help both Students and qualified Doctors as they train to become General Practitioners.

To qualify as a General Practitioner currently takes a minimum of ten hard years of training. Five of those years are spent as a Medical Student at University.

At the end of those five years, the student will qualify as a Doctor. If they choose to do so, the Doctor will then spend two further years in training, known as **Foundation Years**, which form a bridge between medical school and specialist or general practice training.

In both foundation years—known as **FY1** and **FY2** - the Doctor will spend time in different hospital departments, as well as a placement in a GP Practice in their second year.

They will then face a further three years of training. During this time they are known as a **GP Registrar**. Half of these three years are spent in hospital placements, and the other half are spent in placements at GP Practices. Once completed, the Doctor will have qualified as a General Practitioner.

The annual flu campaign

It's getting to that time of year again...

Every winter in the NHS there is a big push to get as many vulnerable people vaccinated against the Flu as possible. Here at Bowling Hall Medical Practice, we have been running our annual Flu clinics each and every year, and 2012 is no exception.

It is very important that people who are more at risk are guarded against the Flu. Every year, about 600 people die in the UK because of complications, and that can rise to as high as 13,000 during an epidemic. The vast majority of these deaths are those who are over 65 or have an illness.

Flu is not the same as the common cold. It is caused by a different group of viruses and symptoms tend to be more severe and last for longer. You can catch Flu all year round, but it is especially common in winter, which is why it is also known as 'seasonal flu'.

Flu causes a sudden high temperature, headache and general aches and pains, tiredness and a sore throat. You can also lose your appetite, feel nauseous and have a cough.

If you catch Flu, you generally start to feel ill within a few

days of being infected. The symptoms peak after two or three days and you should begin to feel much better after a week or so.

If you're a generally fit and healthy person, there's usually nothing to worry about if you catch the Flu. The best remedy for it is to make sure you get enough rest, and drink a lot of fluid. You should also try to limit the contact you have with other people to reduce the chance of you passing it on to them.

Only those patients who are more at risk of catching the Flu are eligible for a free vaccination on the NHS. These patients will have an invite sent out to them from the Practice at the beginning of September.

Patient's who will receive one of these invitations are those who;

- Are over 65
- Are pregnant
- Have a weakened immune system
- Have a chronic illness, such as Diabetes, Heart Disease, Kidney Disease, Chronic Obstructive Lung Disease or have had a Stroke.

The Flu Vaccination cannot be given to children under the age of six months.



OUR FLU CLINICS

Our Flu clinics will be held on the following dates.

Friday 28th September
at Bowling Hall Medical Practice

Wednesday 3rd October
at Tyersal Pharmacy

Saturday 6th October
at Bowling Hall Medical Practice

These clinics are by **appointment only**. They are not walk-in clinics.

Invitations will be sent out three weeks before the first clinic. Please note that we will only be booking those patients who have received an invitation into these clinics. If you believe that you should receive an invite and do not, please contact the practice to discuss this.

WEIGHT—HALF THE POPULATION OF BRADFORD NEEDS TO SHED SOME

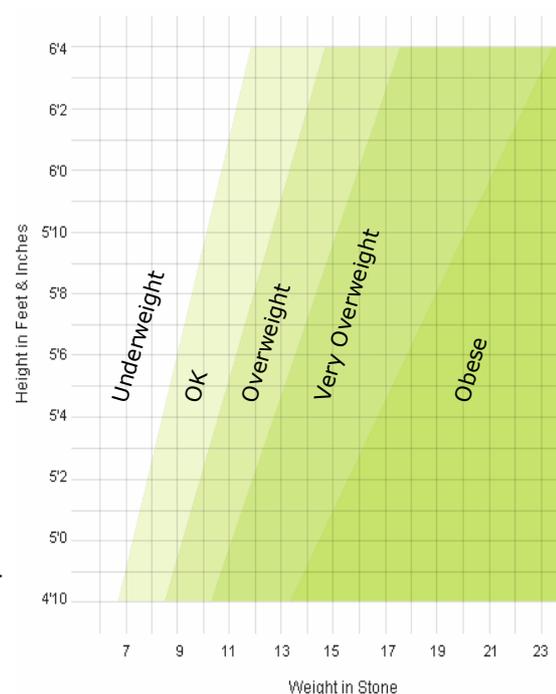
Let's be honest, the majority of us reluctantly realise when we are overweight; clothes get tighter and sadly the mirror reveals the truth. Please take a few seconds and check your weight against the chart to the side. If you fall into the 'overweight' or 'very overweight' categories we strongly recommend that you seriously consider trying to lose some weight.

It's a sobering thought that roughly half of all the adults in Bradford are carrying excess poundage. Being overweight or obese puts you at a much higher risk of developing diabetes, heart disease and depression. A loss of 5lb to 10lb (2 - 4 kilos) can make a significant difference to your health. Don't set your sights too

high; remember, not gaining more weight is a definite achievement and should encourage you.

Frankly, there is no quick fix to shedding those excess inches. A gradual, steady loss leads to a more permanent solution and weight is more likely to stay off than if you attempt to lose it quickly.

Ask at Bowling Hall Medical Practice reception for details, they will be pleased to assist. Alternatively telephone the NHS Team on 01274 202801. You can see our Practice Nurses for help, or we can explain what services are available in the area to help you achieve a lasting healthy weight.



This isn't fair to you or us...

How would you feel if having booked an appointment, travelled to the surgery, waited in reception for your turn you learned that the Doctor or Nurse had decided not to attend? And, importantly, no one had made any attempt to tell you.

This is exactly what happens all too frequently except it is patients booking appointments then simply failing to arrive at the practice. This is not fair to other patients, or our Doctors and Nurses. During 2011 over 1900 appointments were DNA'd, which equates to over 425 hours of wasted appointment time. That is the equivalent of having a clinician sat in a room doing nothing for almost 54 days from 9am to 5pm that year. All it takes is a phone call to cancel or change the appointment, and we would ask that you give us at least an hour's notice.

The subject of DNAs (Did Not Attend) has been raised and discussed at our Patient Forum. One suggestion is that we remove persistent DNA offenders from our list of registered patients.

Got a cough?

A bit of a cough is usually nothing to worry about—just take some cough medicine and it should clear up after a few days.

However, it is important that if you have a persistent cough that you can't shake off, and it stays with you for three weeks or more, that you see your doctor.

Breathlessness, repeated chest infections, feeling more tired than usual and loss of weight are amongst the early warning signs of lung cancer. Without wishing to be alarmist, Lung Cancer is the second most common form of cancer in England, with over 30,000 new cases each year.

Early diagnosis greatly improves the chances of successful treatment. If you, or anyone you know, has these symptoms please insist that they see their Doctor. It may be nothing serious, but you really should get it checked out.

A DAY WITH LEANNE



Leanne joined the Bowling Hall Medical Practice team four years ago, in the May of 2008, as a receptionist. Since then she has developed her role, and now she works as a Health Care Assistant. Chances are, a lot of you will have met her already.

Leanne's day starts at 8am, when she spends an hour helping out in reception answering the phones, which she describes as "hectic from 8 till 9". She starts on her clinical side at 9am and finishes at 1pm, during which time she does "blood pressures, Hypertension reviews, blood tests and urine dips", as well as assisting the doctors when needed.

The idea of developing her role and becoming a Health Care Assistant was first mentioned a few years ago. "It was something that I'd been thinking about for a while", she says. "But we had to wait for the right time due to my family life at home".

When asked what she enjoys most about her new role, Leanne talked about the relationship with her patients. "I enjoy building a rapport with the patients which is so different on a clinical side than on a reception side", she says. "I have chance to get to know them better in person, rather than over a desk or a phone".

Leanne is optimistic about the future. "I want to go on other courses to build up experience", she says. "And, hopefully, work towards becoming a nurse".

Keeping in touch

We are increasingly finding that when we need to contact our patients, the contact details we have

are out of date. We know that, ideally, we wouldn't need to contact you, but sometimes we may just need to give you a message or ask you to book an appointment.

We know that telling us when you've changed your number or moved house isn't a top priority, but it is important that we can contact you if we need to.

It doesn't have to be straight away. Just pick up the phone and give us a call, or drop in if you're nearby.

Hospitals—You have a choice

If your GP advises that you ought to obtain treatment from a specialist and refers you on for this, in many cases you now have a choice of which hospital or medical centre to attend.

As well as the major hospitals within the area, your GP can possibly suggest more localised services, like community clinics. You have a wide choice covering many surrounding areas.

In most cases, once your GP refers you for further treatment or investigation, you will be sent a choice of the three or four most appropriate clinics through the post. Once you have decided which one you want to go to, you can simply ring them or go on the internet to book the most convenient appointment day and time.

There are two leaflets in the Bowling Hall Medical Practice reception area which will help you make your choice—the 'Choose and Book' and 'Choose Well' leaflets. There is also a lot of information on the NHS Choices web-site.

Having a choice of treatment centre means you can often have a say in where is best and most convenient for yourself. Patients are frequently surprised to discover that the specialist medical help they require is close to their home or that of a relative, and at how easy this help is to access. Transport and car parking often form major parts in reaching a decision. Please remember, Bowling Hall Medical Practice is here to help.