

Dalton Square Practice Newsletter

January/February 2012

Important Notice – Dr Andrew Paton

Many of you may already know that our senior partner, Dr Andrew Paton, is retiring at the end of March 2012, and he will be greatly missed by the entire practice team and his patients.

We are in the process of recruiting a replacement GP and Dr Paton's patients will be kept informed of developments via our newsletter and on the practice website.

NHS 111

NHS 111 is a fast and easy way to get the right help – wherever you are, and whatever the time. You can call NHS 111 24 hours a day, 365 days a year and all calls from landlines and mobiles are free.



when it's less
urgent than 999

When to use it?

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation. You should call 111 if:

- you need medical help fast, but it's not a 999 emergency
- you think you need to go to A&E or another NHS urgent care service
- you don't know who to call, or you don't have a GP to call, or
- you require health information or reassurance about what to do next

For less urgent health needs you should still contact your GP or local pharmacist in the usual way.

For immediate, life-threatening emergencies, continue to call 999.

How does it work?

The service is staffed by a team of fully trained advisers, supported by experienced nurses, who will ask you questions to assess your symptoms, give you the healthcare advice you need and direct you to the right local service as quickly as possible. This can include an out-of-hours doctor, community nurses, emergency dentist or late-opening chemist.

When you call 111, you will be assessed straight away. In an emergency, an ambulance will be sent immediately without the need for any further assessment. For any other health problems, the NHS 111 call advisers will be able to direct you to the service that is best able to meet your needs. If a health professional has given you a specific telephone number to call when you are concerned about your condition, please continue to use that number.

Wasted Appointments

The majority of our patients do let us know when they cannot keep an appointment they have booked with us.

If you are one of the people that **DID NOT** inform us that you could not attend, and subsequently missed your appointment, please consider how this impacts on other patients of the practice who have had to wait longer than needed to be seen.

The practice does have a policy on how it deals with patients who repeatedly miss appointments, and this can result in you being removed from the practice list. An appointment reminder text can be sent to your mobile. Please ensure we have your current up to date mobile number.



We are now on Facebook, look us up and find out what is going on at the Practice!

What is Practice Based Commissioning?

Who is involved in it?

Dalton Square Surgery is part of a group of 13 practices in North Lancashire that have decided to work together via 'Practice Based Commissioning'. These practices are in Lancaster, Morecambe, Garstang and Carnforth and cover 160,000 patients.

Has this just started recently?

We have actually been part of this local group for a few years now. The service you receive from our practice hasn't altered because of this work we do, and your doctors and nurses are still there when you need them. We are all fully committed to the NHS.

What does 'Commissioning' mean?

Commissioning is all about ensuring local NHS services are the best they can be. We believe, as local doctors and health professionals, that we are best placed to improve the care you receive and that is why we got involved in commissioning. Commissioning has allowed us to have more of a say in what the NHS provides for you locally. Until recently this was very much 'manager driven' but now we are in the driving seat, we believe we can make your local NHS even better.

Can we have a say in all this?

Your views are vital in this and we are always seeking to find out what you think of your local NHS and how it can be improved. We know it can do better and working with you we want to make that happen. With this work we are doing we plan to get your views on the local NHS and how we can improve it in the future. We are looking to set up a patient group meeting to give input to the changes we see around us.

My doctor doesn't have time to do this.

These new changes do not stop doctors seeing patients or reduce the number of appointments available to you. There are a number of doctors leading on the work from different practices and Dr X (add if appropriate) is working on this too but appointment numbers remain the same. We also have superb NHS managers working alongside us to help us make the changes work.

Who else is involved in this new project?

We are also working with the local hospital consultants to improve your experience at the Infirmary. We have been meeting with the local Council and the County Council and also the Mental Health Trust, Public Health doctors, voluntary organisations, charities, patient organisations and many others.

How do I feed my views back?

Do feel free to let us know about your local NHS and how it is doing – and also let us know how you feel it could do better. You can write something and leave it at your practice or you can ask the reception staff to pass your comment on to the management.

On behalf of your GP, we hope this information has been helpful to you.

Dalton Square Practice Opening Times

OPENING TIMES

Monday— Friday 08.00 - 18.30

Tuesday 12.30 to 1.30— the surgery is **closed** for staff training

Late Evenings (6.30 pm — 8.00 pm)

	Monday	Tuesday	Wednesday	Thursday	Friday
January	16th, 23rd, 30th	31st		26th	20th
February	6th, 13th, 20th, 27th	21st		9th, 16th	
March	5th, 12th, 19th, 26th	27th	14th, 21st	1st, 8th, 15th	

**If you need urgent medical attention when we are closed please call the out of hours service on
0300 123 1144**