

NPMC newsletter No.2 Spring 2023-produced by the NPMC PPG on behalf of NPMC



NPMC NPMC@Willen

Welcome to our second newsletter, which Dr Chandola and partners hope will be of interest and help to all our 22,000 patients in Newport Pagnell and Willen. A copy can also be downloaded from the NPMC website.

**Spring Covid booster**

The government and NHS have authorised a spring booster. Those eligible will be the over 75s, those with a weakened immune system and older adult care home residents.  
Eligible non care home residents will be invited via text or letter to book appointments when our clinics are in place or can alternatively book on the National Booking Service or NHS App from Wednesday 5 April, for first appointments available week commencing Monday 17 April.

**Booking-in**

On arrival at both NPMC and NPMC@Willen, please book in using the automatic system just inside the building doors. There is also a second machine on the first floor, in waiting room 2, at NPMC. This will save patients queuing to speak to the receptionist and will ensure that the person you are due to see is aware at the earliest stage that you have arrived.  
Even though it is no longer a national requirement, it is recommended that anyone attending either NPMC or NPMC@Willen should wear a facemask. Please also use the hand gel provided.

**Booked summer holidays yet-whether in the UK or abroad- or planning to do so?**

* Ensure that you take a sufficient supply of any prescription items with you, allowing for the possibility of a delay of several days before being able to get back home if you are travelling abroad.
* Order your prescription in good time before your holiday to avoid complications
* Take details of your prescribed medicines with you, to show a doctor or hospital in the event of any problems while on holiday. Check with your travel agent to ensure that no problem will arise in taking prescribed items with you, in case of any local restrictions.
* Check if any specific inoculations are required for your holiday destination, if distant, and ensure that you arrange to have the inoculation in good time

**Face to face appointments**

NPMC and NPMC@Willen continue to offer face to face appointments. Often, initial contact with a patient will be by phone. Evening and weekend appointments are available through our linked service (see details on the last page of this newsletter). Initial advice may also be obtained from a pharmacist.

For urgent or continuing medical problems, especially when the surgery is closed, please telephone NHS 111 and follow their advice.

In an emergency, please call for an ambulance or attend the Emergency Department at the hospital.

**Inoculations**

Patients should check that any routine inoculations are up to date and, if necessary, contact the surgery to obtain up to date inoculations such as for tetanus, hepatitis, pneumonia or (for those over 70) shingles.

You can check your inoculation record through SystmOnline, if you have asked to have access to your online records.

**Are your details up to date?**

Please notify the surgery if you have recently changed address or contact telephone number. It is important that the surgery has the correct up-to-date details. If you ask for an appointment, but we don’t have the correct information, we may not be able to contact you as needed.

**Telephone appointments**

If a telephone appointment has been arranged, it is important to prepare for it in the same way as you would prepare for a face-to-face appointment. You may wish to prepare some notes ahead of the meeting, or to complete the NPMC Symptom Tracker form (available from the surgery website). A telephone appointment is usually intended to clarify anything which is not clear from details recorded on ACCuRx, or where the details provided means that a face-to-face appointment is not needed.

During a telephone appointment, a GP may suggest that a visit to the surgery is needed, either to see a GP or other clinician, or perhaps for a blood test or another check to be carried out.

**New symptom tracker form**

Often, patients may experience problems for some time before contacting the surgery, or between initial and follow-up appointments. It can sometimes be difficult to remember the details of any such issues when it comes to seeing or speaking to a GP or when completing AccuRx.

**A symptom tracker form** has been prepared, as suggested by a member of the PPG, and this can be accessed through the **Templates** tab on AccuRx and downloaded so it can be filled in as needed. It may also be a useful document to complete if you have a hospital appointment and need a way to record anything important which you will need to mention when you see your consultant

**Have you received a letter or text message asking you to arrange an appointment for a health check, a blood test or to discuss a recent test?**

It is important, and in your own interest, that you do make the appointment when asked to do so and keep it. Some health checks are made when patients reach a particular age, or at a set time since the last one.

While most such appointments are usually routine, they can occasionally show up a problem which might not otherwise show itself for some time. Catching and treating a problem early can often mean that it can be satisfactorily be resolved.

**Please keep your appointments**

If an appointment has been made for you, whether at the surgery or by phone, please keep it. If you do not attend or cannot be contacted by phone, you will not automatically be given a replacement date. This may cause quite a delay, which may not be in your interest.

**In March 2023, there were 289 missed appointments at NPMC and NPMC@Willen**

**Know your body**

Everyone should know what feels ‘normal’ for them – this varies from person to person. If you experience a new health problem, especially one which gets worse quickly or persists for a week or more, it may be important to obtain medical advice quickly. Don’t just expect that the condition will improve on its own.

**March appointment statistics across NPMC and NPMC@Willen**

In March 2023, our GPs at Willen saw **890** patients in face-to-face appointments and called **3852** patients for telephone consultations.   
Our other NPMC clinicians saw **4074** patients face to face and advised **890** others by telephone.

In addition to this, our PCN health professionals working with us saw or spoke to the following numbers of patients:  
Additional GP appointments – **120** face-to-face appointments and **165** telephone consultations  
Mental Health - **70** appointments (mix of face to face and telephone)  
First contact practitioner –**215** patient appointments (mix of face-to-face and telephone)  
Pharmacist – **86** telephone appointments

**Blood pressure tests**

Increased blood pressure is a common problem, known as hypertension, which can arise at any time, although is most commonly a problem for patients in middle age. Raised blood pressure can have several causes, and can usually be controlled through prescribed tablets and, in some circumstances, a change of diet and/or exercise.

It is recommended that some patients have their blood pressure checked at least once a year. A GP or nurse will often check a patient’s blood pressure during an appointment.

Home blood pressure monitors are available from most pharmacies, but if you do not have one, there is a blood pressure machine which you can use on the ground floor at NPMC and at NPMC@Willen.

Sometimes a blood pressure reading taken in a surgery or hospital setting is high and, as a result, a GP may recommend that a patient takes and submits blood pressure readings twice a day for a week.

If this is requested, the surgery will usually provide a document to be completed with the blood pressure readings. This can also be downloaded from the surgery website. Please follow the instructions on the form, which will help to give the most appropriate readings.

**Prescriptions and medicines**

Are your prescriptions up to date? If you have a medicine cupboard, check the expiry dates of both prescribed and over –the-counter medication and replace any which have passed their expiry date.

Any unused prescription medicines should be disposed of safely, by depositing them with your local pharmacist. They should not be placed in domestic waste.

Don’t forget to check the contents of any specific first aid kits, whether kept at home or in a car, and replace any out of date items.

**Please keep your appointment**

If an appointment is arranged, whether at the telephone or by phone, it is important that it is kept. If an appointment is missed, it may delay an important discussion or diagnosis. If you fail to keep an appointment, you will not usually be contacted with a new appointment date automatically.

**In February 2023, there were (XXX) missed appointments at NPMC and (XXX) at NPMC@Willen.**

**COMMUNITY FRIDGE**

**STAY SAFE AND KEEP SHARING**

We politely request that you respect 2m social distancing and wear a mask (this is no longer mandatory so please be respectful whatever your preference). Please bring your own bag and you are welcome to select up to 10 items. ​The community fridges are open to all. If you have a family member, friend or neighbour that are in need of food and can't attend one of our community fridge sessions please come and collect food on their behalf. Massive thanks to everyone that helps and supports MK's network of community fridges. You are true food waste warriors and your time and kindness is felt by many.

**OPENING TIMES:**

 



**HOME SAFETY VISITS**

A Home Fire Safety visit is open to anyone in the following groups -

• Over 65 years old

• Anyone of any age with a long term physical or mental health condition

• Anyone with sight or hearing impairment

• Anyone of any age with mobility difficulties (walking, sitting, climbing stairs)

• Families with children under 5

Please note that all queries should be directed to the contact section of [www.bedsfire.gov.uk](http://www.bedsfire.gov.uk)





HOSPITAL NEWS

**Construction of the new radiotherapy unit at Milton Keynes University Hospital is now under way, between the Cancer Centre and the multi-storey staff carpark. it is hoped that there will be a direct corridor between the new unit and the Cancer Centre. There is a projected completion date of Spring 2024. This will save patients having to travel to Oxford for radiotherapy, with all the practical problems this can cause. This is a project which has long been awaited and it is hoped that this will prove to be of great help to patients in this area.**

Now 

**The Patient Participation Group (PPG)**

The PPG is a group of up to 12 patients who give up their time and act as a means of advising and assisting NPMC, through monthly meetings and otherwise as needed, in order to help bring about improvements in the service provided to patients where possible. Any patient interested in the joining the PPG should apply to the following email address: [**blmkicb.npmcppg@nhs.net**](mailto:blmkicb.npmcppg@nhs.net) or write to:

The PPG, Newport Pagnell Medical Centre, Queens Avenue, Newport Pagnell MK16 8QT

**Future newsletters**

It is planned to prepare newsletters quarterly. Please let us know what you think about this newsletter and if there were anything which you would like to see in future issues. You can do this by email on [blmkicb.npmcppg@nhs.net](mailto:blmkicb.npmcppg@nhs.net), by completing a Comments form at the reception area of either surgery, on the first floor in waiting room 2 at NPMC, or by accessing it through the NPMC website.