

KINGSTHORPE MEDICAL CENTRE – SPRING NEWSLETTER

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Our Reception Team

The Doctor's Receptionists role is frequently misunderstood by patients. They are often portrayed as purposefully trying to delay patients' access to the healthcare they want, or trying to deal with patients problems without having the necessary qualifications or authority.

This is an understandable misconception, as patients can often mistake the short supply of appointments for a receptionists being difficult. Patients also often object to being asked what their health problems are by a receptionist, as they would rather talk to a Doctor or Nurse about it.

The role of Receptionist in the modern surgery is actually quite complex. 'Receptionist' is actually a poor description of their role. Meeting and greeting patients at the front desk is part of their role, and they are trained in customer service skills for this purpose, however, it's the tip of the iceberg.

It is probably more appropriate to describe them as members of a Patient Support Team, responsible for dealing with patients request for appointments, test results, patient transport, visits, prescriptions and registrations, not to mention problem solving, handling Doctors and Nurses telephone enquiries, finding out information they need to help patients, and contacting people on their behalf.

So why do Receptionists ask about your health problem when you request an appointment?

It's not because they are nosy or want to do the Doctors work for them; it is part of the essential process of making sure the most appropriate appointment can be made. As for all surgeries, demand for appointments outweighs the supply, so to ensure the right people get the right care at the right time we have a variety of Nurse and Doctor appointments.

Therefore please be patient with our Reception Team



Fasting Blood Tests

If you require a Fasting Blood Test it is important that you **DO NOT** eat or drink **EXCEPT PLENTY OF TAP WATER** from 10pm the previous evening.

Please note: if you have eaten or drank anything this could have an effect on your blood test results and these may then need to be repeated.



Medication Reviews

For all patients receiving repeat medications on a monthly basis you will be recalled every year to check your medications are still working for you and also to update your Bp, weight, bloods. However if you feel you need to be seen sooner please do not hesitate to contact us.

NHS **choices** Your health,
your choices

This website can be accessed and will give you hints & tips on all health issues and conditions and where to access health services near you. . If you want to make a comment about a service you have received you can also leave it on this website: www.nhs.uk

CHANGE OF TELEPHONE NUMBERS OR ADDRESS

PLEASE INFORM US OF ANY CHANGES AS SOON AS POSSIBLE. IF WE HAVE TO CONTACT YOU URGENTLY WE WILL BE UNABLE TO DO THIS!

Runny or blocked nose Cough Sore Throat Earache Painful Sinuses

Menthol Inhalation products dissolved in hot water or on a handkerchief can help relieve nasal congestion and all of the above symptoms

Menthol Sweets may also help to relieve a bunged up nose for a while and sucking the sweet may help with a cough and sore throat symptoms

You may also have a slightly raised temperature (fever) and general aches and pains

Paracetamol and **Ibuprofen** can be taken together to help reduce fever, sore throat, earache and general aches and pains

Remember to drink plenty of fluids to keep well hydrated

Over the counter remedies available from your pharmacist:

- Cough medicines may help to reduce symptoms, but there is no good evidence to say that they work to get rid of a cough
- Throat lozenges or sprays may be helpful to relieve a sore throat
- Decongestants may help to relieve a bunged up nose

NB: many products contain similar ingredients, ask your pharmacist for advice

Symptoms can range from slightly watery stools and a brief upset tummy, to longer-term extremely watery stools and cramp

Common symptoms include:

Cramps, tummy pains, nausea or vomiting, fever, headache, loss of appetite

Diarrhoea

Rehydration Sachets help to replace water and salts lost from your body

Loperamide (if over 12 years) can be taken to stop diarrhoea symptoms

Paracetamol may help reduce fever, tummy ache and headache

If symptoms persist for more than a few days or you have concerns about any of your symptoms, see your pharmacist for advice. Your pharmacist will be able to advise about additional treatments that you may find helpful, or when it may be appropriate to visit your doctor

In most cases antibiotics will not work for the above symptoms

For more information visit www.nenecg.nhs.uk/symptom-sorter/