

## MUNRO NEWS – ISSUE 4



### “BETTER HEALTH TOGETHER”

**Munro Medical Centre is 100 years old! We celebrated our ‘birthday’ with a tea party in September, we were very fortunate that some of our patients of the same age were able to join us!**

#### CLINICIANS:

- We would like to welcome our Registrars to the practice; Dr Brook has returned to us for her final year of training, welcome back! And we are very pleased to introduce Dr Aniebonam, Dr Shah, Dr Pri and Dr Dalbik.

#### CLINICAL ADMIN/DATA:

- The results line is open between 1.00pm and 3.00pm Monday to Friday. Some results do take longer to arrive than the hospitals advise; so we would ask patients to wait at least a week from date of the initial test before calling to allow for the results to be received and viewed by a GP.
- If you have an annual review coming up that needs a blood test, we would remind you that some of the test results are only valid for 4 weeks so it is important to attend your review or a repeat blood test will be needed.
- Please also be reminded that if you wish to know the result of a test, it is your responsibility to call our results line between 1.00pm and 3.00pm, our clinical administration team will call if anything further is required, but cannot call patients with the details of every result.
- We would also like to welcome Maddy to our Data team. Maddy is undergoing a business apprenticeship and is already showing promise in our Clinical Administration department.

#### CARE CO-ORDINATORS

- Our care co-ordinators work with patients, colleagues and other community services to help people stay healthy and independent in their own homes for as long as possible. If you, or someone you know, would like to know more about the work they do, please ask at reception.
- Agape Care Food-bank is a social enterprise project for the people of Spalding and South Holland. The care co-ordinators and Munro staff are supporting this worthy cause by donating non-perishable items, this helps provide emergency food to people in our community in crisis. If you would like more information, or would like to know how you could support/donate, please ask at reception and our care co-ordinators will be happy to talk to you.

#### DISPENSARY:

- Annual reviews are important to ensure your repeat medications are prescribed responsibly and safely. We still have a large numbers of patients failing to book, or not turning up to, review appointments for long term diseases. Unfortunately if you are overdue your annual review, we may have to restrict online ordering of medication until your review is attended.
- Pharmacies are no longer able to order repeat medication on your behalf, please ask at dispensary if you have any queries regarding this change.
- We would also like to remind patients to check for any printed messages on their repeat prescription slips, dispensary will advise of any changes in advance in this way.

#### RECEPTION:

- Our reception team are collating information towards our ‘Carers award’. If you care for someone who would not be able to manage without your help, even if this is unpaid or for a family member, we would like to ensure you’re getting the support you need. If you would like to chat to someone, Danielle and Sophie are our Carer’s Champions, please ask for them in reception.

#### SECRETARIES:

- The majority of referrals to external services require certain tests to be carried out in primary care prior to the referral being accepted. If you require blood tests or there is any other pre-referral requirement, our clinicians or our secretaries will arrange these for you. We will need the results before we can refer you on, so please ensure any tests are booked as soon as you are able.

- **MUDDY RUN**

A number of our staff members braved the Lincoln Muddy Run last weekend to raise money for cancer research. We are delighted to tell you they have already raised over £1400. If you would like to support them, they do have a just giving page:

<https://fundraise.cancerresearchuk.org/page/mucky-munro-crew>

- **FLU SEASON**

The flu season is here! We are offering flu clinics and vaccinating opportunistically for those who are eligible. If you think you might be, or would like to talk to someone, please ask to speak to a member of the nursing team.

- **JOHNSON HOSPITAL BLOOD SERVICE**

The walk in blood service has proved very popular and continues Monday to Friday 8.00am to 12.30pm. There is no need to book ahead, simply collect your blood form from the surgery and take it to the Johnson between those times.

- **AWARENESS WEEKS**

Throughout October we will be looking at cholesterol and your heart, Breast cancer and of course it Stoptober! If you need support in quitting smoking, we are very happy to help, ask at reception! Danielle continues to update the awareness boards with various health topics that may be of interest. If you would like any additional information on any of these topics, or have suggestions as to how we can help, please speak to Danielle or one of the reception team.

- **CARERS**

We understand how hard it can be to care for someone who could not manage alone. We also recognise as a Carer, there may be difficulties for you to overcome just getting to the surgery for appointments. We want to support Carers registered with the surgery and ensure our standards are maintained. Please let our reception team know if there is anything we need to know in order for you to access our services.

- **PAEDIATRIC FIRST AID**

We have had a number of patients who have asked whether we are able to run a paediatric first aid course and basic child life support. We have now identified a trainer who is able to deliver this course, if you are interested in attending, please give your details to reception and we can keep you updated with regards to course dates etc.

\*If you have any requests for inclusions for the newsletter, or would like this information in a different format, please speak with reception