

NEW AND IMPROVED

MEDICAL  
QUOTES:

'NEVER GO  
TO A DOC-  
TOR WHOSE  
OFFICE  
PLANTS  
HAVE DIED'

ERMA BOMBECK

'WHEREVER  
THE ART OF  
MEDICINE IS  
LOVED,  
THERE IS A  
LOVE OF HU-  
MANITY'

HIPPOCRATES

'FIRST THE  
DOCTOR  
GAVE ME THE  
GOOD NEWS:  
I WAS GOING  
GOING TO  
HAVE A DIS-  
EASE NAMED  
AFTER ME'

STEVE

MARTIN

# Portishead Medical Group

WWW.PMG.CO.UK

NEWSLETTER

## Winter 2016/2017

As another winter rolls in the NHS is yet again tested. Thankfully here at Portishead the excellent team are all working harder than ever to keep the service running smoothly.

Thanks for taking time to read our newsletter—it often contains pointers and advice that help you to make the most of us!



### Sick notes: A reminder

Sick notes are important legal documents that enable you to account for extended periods of leave enforced by illness. Follow these simple pointers to ensure you can access yours with the minimum of fuss.

1. Remember, the first seven days off with illness are self-certifiable. This means you do not need a sick note for these days and any sick notes written will be done so on a private basis and will be charged for.
2. Put the request in writing—if the doctor has any queries or questions relating to the request he/she will be able to contact you to discuss the sick note further.
3. We can also take requests over the phone.

Although the sick note must be completed by a doctor, patients may not need an appointment to get one.

## Consultation Skills

Never before has there been so much pressure on the appointment system we run here at PMG. With consultation time at such a premium the temptation is to 'save up' a collection of problems to get them all done in one go.

Unfortunately this is often a false economy. For example 4 separate problems in a 10 minute consultation only get two and a half minutes of attention each. It's just not enough time to be as thorough as we would like to be.

Of course if problems are very quick to deal with then we endeavor to make the very most of our time with you by addressing what we can; but if we ask that you make another appointment to discuss further problems please understand it's for your safety as much as it is for our sanity!

## New Faces

We would like to welcome Dr Jim Burtonwood to the surgery. He works two days with us as a salaried doctor and the rest of his week is spent working in palliative care. Welcome aboard Jim.

We are also pleased to report that Dr Max Howes successfully completed his training with us this year and has agreed to stay on with us as a fully fledged salaried doctor.

Dr Kate Wood also completed her training at the practice and is currently working with us to cover Dr Emily Lake's maternity leave. It's great to have our trainees stay with us as they start their careers as general practitioners. I know you will all make them feel welcome.

Last but not least, Dr Will Rolls is joining us during December. He will be working with us on Monday and Tuesday each week. He will be dividing his time between Portishead and a GP practice in Bristol.

## Choosing Wisely UK

It can be so difficult to navigate all the advice and information available these days. As health professionals we find it a real challenge to recommend treatments to our patients when there are significant pros and cons to every option out there.

Thankfully there is now a website that allows you to have a think about questions you might ask your nurse or doctor when discussing management options in your consultation.

We think it's a really good idea. Here's an example of some of the advice they give:

5 questions to ask your nurse/doctor to make better decisions together:

1. Do I really need this test, treatment or procedure?
2. What are the risks or the downsides?
3. What are the possible side effects?
4. Are there simpler, safer options?
5. What will happen if I do nothing?

Feel free to explore the website: [www.choosingwisely.co.uk](http://www.choosingwisely.co.uk)

## Blood Pressure Drop-in clinics

Blood Pressure drop-in clinics are held every week in the surgery. These are useful for patients who wish to have a Blood Pressure check with a nurse, or for new patient checks. You do not need to book an appointment, simply turn up on any Thursday between 2:00 p.m. and 4:00pm .

When you arrive, please check in at the reception desk.

## Help Us

- **GP arranged tests- It is your responsibility to find out the result of any tests you have done.** When you have a test the practitioner should check how you are going to get the result and how long it should take. It is your responsibility to either phone up for the result or arrange follow-up to receive the results. Even if the results are abnormal we will not chase you up unless they are imminently life threatening or markedly deranged. **Do not assume tests are normal if you do not hear anything.**
- **Hospital arranged tests–** Please do not ask your GP to provide the result or interpret tests arranged by hospital staff. **It is the responsibility of the person ordering the test to interpret the result and provide advice.** Contact the consultant's secretary to chase up any results that are outstanding.
- **Confidentiality** - It is possible for you to nominate an individual to have access to information held in your medical record. However, before we can share this information we must have your written consent. If we do not have this consent then we are unable to divulge any information relating to you; even to say whether you are here at the practice or not. Please ask at reception for information on how to record your consent in the medical record.

## Education Evening at Gordano School

We held another successful patient information evening on the 10th of October It was held at Gordano School and was titled "Weight Management and Joint Problems".

Doctors from PMG spoke about the increasing prevalence of obesity in the modern world. They highlighted the reasons behind the growing numbers of obese individuals in society and the and the numerous challenges this poses to the NHS.

As ever it was very well attended and your positive feedback since suggests it was a very useful resource. We are very grateful to our patient group for sponsoring these evenings and are always on the lookout for more members. If you are interested please see our website or ask at reception for details.

## How did we do?

We value your comments about the care that we provide.

Please complete a feedback form in the surgery, or go to NHS Choices ([www.nhs.uk](http://www.nhs.uk)), search for Portishead Medical Group and click on 'Leave Review'. Thank you!