

Patient Newsletter

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ROSEMARY MEDICAL CENTRE
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www.rosemarymedicalcentre.co.uk



**NATIONAL
PANDEMIC FLU
SERVICE**

The government has now launched a pandemic swine flu hotline (England only).

Patients who believe they may have swine flu can have their symptoms assessed and should contact the pandemic flu service centre:



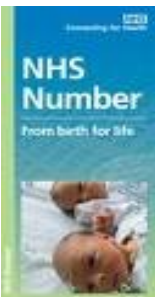
Telephone 0800 1 513 100

Minicom 0800 1 513 200

www.direct.gov.uk/pandemicflu



Remember for the vast majority of people contracting swine flu it will not pose a significant problem. Be sensible and considerate. Stay at home to avoid the risk of spreading the infection. Do not visit the surgery unless you have been specifically invited to attend. Remember to practice good respiratory and hand hygiene. In other words, remember to Catch it, Bin it, Kill it. Catch your sneeze in a tissue, place it quickly in a bin and wash your hands and surfaces regularly to kill the virus. Take paracetamol-based remedies for relief and drink plenty of fluids. Consult your GP if symptoms persist for longer than 7 days or if you develop breathing difficulties.



Do you know your unique 10-digit NHS number? The government has decided that everyone should know their number and be ready to use it in all communications when

accessing primary and secondary care services. You will find your number on your repeat prescription form and it will be used in all letters. Please ask at reception next time you visit.

Important Vaccinations

HPV vaccine is being rolled out across the country by the Department of Health and is being routinely offered to all 12 - 13 year old girls to protect them against future risk of cervical cancer. An additional catch-up campaign is now being offered to all 17 - 18 year old females and is now available from the surgery.

MMR vaccination is offered routinely throughout the UK and you should ensure that you and your children are protected against Measles, Mumps and Rubella. We are offering a catch-up campaign for patients between 13 months to 18 years of age who have not received any MMR vaccine and those who have received partial vaccination. Please contact the surgery to book your appointment with a Nurse.

HOW YOU CAN SUPPORT YOUR LOCAL SURGERY.....

It is clear that we are all suffering the effects of the biggest recession since the 2nd World War, with soaring costs and rising unemployment. Non of us are immune from this global financial crisis and that includes GP Surgeries. In this article, I should like to explain how we receive funding for the practice, what we spend your money on and what you can do to help us and secure the future of Rosemary Medical Centre.

Where does our money come from? Unsurprisingly, 99% of our funding comes from the government, which effectively means you and me as tax payers. We do receive a small amount of money for non-NHS work that the Doctors do in their own time, such as private medical examinations and insurance claim forms, etc.

The government money we receive is split into 3 distinct categories: **Core NHS services** a set amount is paid each month (based on our practice list size) to provide basic GP services. **Enhanced Services** these are extra voluntary services that are offered either on a national scale or at local level. These range from providing extra surgeries out of hours to offering minor surgery treatments. Participating in everything that is offered would stretch our resources thinly, instead we select the services that best suit our patients needs. Once again, funding for these services is paid on a price per patient basis. And finally, **QOF (Quality & Outcomes Framework)** this links our chronic disease registers (Asthma, Diabetes, Heart Disease, etc) with our essential administrative duties (ensuring repeat medications are reviewed, blood pressures are regularly recorded, etc) and sets a minimum percentage target for each category. Here we are only paid if we reach certain targets. If we fail, we don't get paid!

What do we spend this money on? In a nutshell, we pay for everything; staff salaries and employers tax contributions, utility bills such as gas, electricity, water and our council tax bill which is set at business rates. We are responsible for the maintenance of the building, including insurances and employers liability cover. We must also purchase all of our own medical equipment and drugs, bandages, medicines, etc. You will be aware that recently Dr Wisely gave birth and is now on maternity leave. Naturally (under law), we are required to continue to pay her. We had a choice of either managing with less appointments or temporarily bringing in a GP locum to fill the void. In our patients interest we chose the latter, however, the practice has to pay for this GP locum cover. Like everyone else, the practice is



affected by rising utility bills and the increased cost of purchasing essential medical equipment and medicines. We do not siphon off profits, we generally spend what we

receive; any residual profits are ploughed back into the practice.



So what can you do to help? Arriving on time for your appointment or telling us well in advance if you cannot attend all helps to save us money. Last year 880 appointments were

wasted because patients did not tell us they were not coming. Its worth remembering next time you need to book an appointment, that an extra 3.5 appointments a day could be made available if patients telephoned to cancel their appointments.

Donations (of any size) are gratefully received and are kept entirely separate from our practice accounts. We will only ever spend patient donations on items that have a direct benefit to our patients. Recently, patients donations allowed us to purchase a 24-hour blood pressure monitoring machine and an ECG machine.

As described previously, we receive essential funding from the **Quality & Outcomes Framework** which now includes a patient feedback questionnaire conducted by Mori. This is a national government funded questionnaire and should not be confused with internal practice questionnaires that we conduct periodically. If you give us poor marks or criticize our services it will affect our score and will greatly reduce our funding. This becomes a vicious circle because with reduced funding comes reduced services we can offer. However, this is not to say that we are asking you to put up with a poor service and keep quiet, quite the opposite. If you have a complaint or have been subjected to poor service, we want you to tell us about it. We simply ask that you use the proper channels and discuss your grievance with our practice manager, Mike Mimms. Or you can make a suggestion via our website or the red box in the waiting room. Ideas and constructive feedback are always welcome and encouraged. This is your practice, we are here to serve you.

With your help and co-operation we can build a better practice that will serve the community for years to come. Thank you and good health.