



## What am I waiting for ?

Patients don't always understand why they have to wait for procedures or test . You may think that's its more cost efficient or quick to get tests done just in case while you are at the surgery but what most patients don't know is the hidden cost behind the routine blood test or MRI.

The NHS spends 3 billion a year on diagnostic testing, that's 2 million tests every day. 45% of these test are ordered or conducted in primary care( Doctor surgery)

When a patient presents with a bacterial chest infection and they are given antibiotics, most clear up with medication and the patient is happy. While a small percentage will return to the doctor and may then require a sputum test or a chest x-ray. A chest X-ray will cost the NHS £25.00, a sputum analysis will cost £19.00. Neither of these may be needed initially and testing unnecessary could cost the NHS millions.

When a patient presents with lower back pain, most automatically assume they need an MRI , but at a cost of £130.00 an MRI is an expensive diagnostic test that will probably show nothing. Obviously this does not apply to every one, but your doctor will know if you need further investigations.

### Why cant I have a blood test in the evening?

Most blood test have to be received and processed by the laboratory the same day they are taken. This is to prevent the blood from clotting and the sample needing to be retaken. Most surgeries have a lunch time or early afternoon cut of for this reason.



### Why does it take up to two weeks to get x-ray results?

Once your x-ray is taken, the images are checked by the technician to make sure it is clear and the consultant is able to interpret it. At this point the lab technician will send you home. The consultant will have 1000's of images to look at each day and all of these have to be dictated and sent to the secretary for typing. Once typed the report is sent to the requester, this may be the doctor at the surgery or the consultant at the hospital. The images are never seen by the doctors surgery.



## Ovarian cancer awareness

This month is ovarian cancer awareness month and we want to promote awareness of the symptoms.

### The four main symptoms are:

- Persistent stomach pain
- Persistent bloating
- Difficulty eating/ feeling full more quickly
- Needed to urinate more frequently

If you have the above symptoms and they are persistent, severe or frequent, make a routine appointment to see your doctor. These symptoms can also be associated with other less serious conditions and doesn't necessarily mean you have ovarian cancer. **If in doubt make an appointment to get checked.**



### Tests and diagnosis

Your doctor may want you to have a blood test or an ultrasound. This can be used to diagnose or rule out other conditions .

### Treatment

The treatment for ovarian cancer depends on how far the disease has spread, your general health and whether you're still able to or want

to have children. Most people have a combination of surgery and chemotherapy. The aim of treatment is to cure the cancer if possible. If the cancer is too advanced to be cured, it aims to relieve symptoms and control the cancer for as long as possible.

### In a nutshell

Ovarian cancer is the fourth most common form of cancer causing death in women. This means the average doctor in surgery will see one case of ovaian cancer every five years. Each year in the UK there are approximately 7300 cases of ovarian cancer.

**This is nearly 142 women each week.**

Research has shown that just 4 per cent of women in the UK are confident about recognising the symptoms. The survival rate of patients living with the disease for 10 years or more is 35% . 11% of ovarian cancers cases are preventable.

**If you are concerned about any of the symptoms, make an appointment with your doctor**

# Wasted Appointments

Last month 44 hours of appointments were wasted by patients not attending for the appointment that they booked. At Parkside we don't routinely allocate appointment to patients as we know that this is not always convenient. That means that 95% of appointments are booked by the patient, giving them a choice of dates and time where available.

Clinician type	Appointment time not attended last month	Cost to the NHS
HCA	709 mins	£594.00
Nurse	710 mins	£924.00
Doctor	860 mins	£3132.00

If the patient's that did not attend their appointment cancelled them at least 24 hours in advance, we would be able to reuse 90% of them. This would reduce our waiting list to see a doctor from 10 days to 8 days for routine appointments.

## How do I cancel my appointment?

**You can cancel you appointment by using MJOG!** Mjog is the text messaging service that allows us to send you appointment reminders. Its easy to reply cancel to our message and this will automatically remove your appointment from our system.

**Mjog have an easy to use app that is available to download from your usual app store and is free of charge.**



**Use our online system!** Sign up at reception for online services, this will allow you to book and cancel appointments order medication and ask the practice questions.

**Want to speak to a person!** Contact reception who will be happy to help you.



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## Newsletter

March 2019



## Medication Changes

The government has announced that from the 1st April 2019 Gabapentin and Pregabalin will be reclassified as class C (controlled) drugs.

### What does that mean for our patients?

- From the 1st April it will only be possible to issue the exact amount of medication to last 28 days.
- The prescription will no longer be able to go to the chemist electronically.
- You must present and collect the prescription from the chemist within 28 days of the prescription being issued.



### Why has this change been made by the government?

The drugs, which are used to treat nerve pain, epilepsy and anxiety, can bring about an elevated mood in users but can also have serious side effects, particularly when used in combination with other drugs. This has meant that there has been an increase of incidents where people have bought and sold the medications illegally which has resulted in a rise in accidental deaths.

### Do I need to do anything differently if I am prescribed this medication?

- You will see a change in your medication quantity from the 1st April
- If your prescription goes electronically to the chemist it will now have to be collected by the chemists in person, this will take longer than it used to. **So please allow extra time.**
- If you are going on holiday, some counties will require a letter from your doctor to prove you are taking the medication before you take it into their country. (There is a £20 fee for this service)

Opening times  
Monday—Friday  
7.30—19.00  
Closed Saturday, Sunday and  
Bank holidays

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