

The Wycliffe Medical Practice Newsletter

Summer 2017

Getting your test results to you sooner



From August 2017 we will be introducing text messages as the main method to inform patients of test results such as blood and urine tests. This service will enable you to get your test results quickly and easily as the information can be sent to you as soon as your doctor has reviewed the results.

The nurse taking your test will give you an information sheet listing the tests you have had - please keep this so that you can check you have had all of your results.

Most blood results take up to one week but some tests take longer – you should be advised if this delay is anticipated. Urine samples take up to one week and swabs 1-3 weeks dependent on the test requested.

The text you receive will state “no further action” or it may give you instructions to arrange an appointment.

If you are due to see your doctor as part of a planned follow-up you will still receive a text. If it says abnormal - see the doctor; please ensure you keep your agreed appointment. You do not need to see the doctor earlier than your booked appointment. If the test showed something important the doctor will contact you directly to arrange to see you sooner.

You may receive more than one text message per blood test as several tests may be done on the same sample and results may arrive at different times. If you receive **any** text saying see the doctor, then please arrange an appointment.

If you do not want to use this new service, or you do not have a phone that receives text messages, please tell the nurse when you have your test.

If you have online access to your medical records, you will also be able to see your results online.



Car Park

Despite notices in the Swift Flash and updates in this newsletter we have found that people continue to use the car park at times when they are not accessing the Practices or the Fielding Palmer Hospital. Misuse of the car park causes distress to our patients when they have difficulty finding a space to park. Please continue to help us in raising awareness and ask any family or friends who are using the car park incorrectly to stop doing this.

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Websites for Teenagers and for Parents of Younger Children

We are pleased to tell you about two new websites –

Health for Teens



Young people can also text their school nurse for confidential advice and support on 07520 615 378.

For more information visit: www.healthforteens.co.uk

Health for Kids



Health for Kids is a fun website that encourages children to find out about health matters through games, quizzes and activities.

Go to: www.healthforkids.co.uk

U3A - Are you retired or semi- retired?

In the last newsletter we tried to raise awareness of the opportunities in Lutterworth to join the U3A and take part in a wide range of activities.

We apologise for not making it clear that there are two U3A groups in Lutterworth - the Lutterworth Group and the Wycliffe Lutterworth Group. Both are thriving organisations and are always happy to hear from potential new members. Please look at their websites or speak to the named contact:

Lutterworth U3A

www.u3asites.org.uk (when you get to the website select L to find Lutterworth)
or contact Alan Shean on 01455 283512

Wycliffe Lutterworth U3A

www.wycliffelutterworthu3a.org or contact Nigel Burt on 01455 554498



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Notice to Parents and Carers of Young Children

We have recently witnessed incidents where children have put themselves in potentially harmful situations whilst their parent or carer was not paying full attention to them.

Whilst we do make every effort to minimise risks, equipment in the Practice can be dangerous if children touch it. Examples include a child who tried to taste some hand sanitiser and one who unscrewed a fitting from an examination couch and placed it in his mouth.

Both incidents occurred whilst they were accompanying their parent who was consulting with a GP.

We do not wish any children to be harmed whilst visiting the Practice and therefore ask you to remember that your child's safety is your responsibility.

Healthier in Mind

Feeling healthy is about body and mind. Mental health is about how healthy our mind is. Sometimes we feel healthy and happy. Sometimes we feel sad and worried. Together we need to talk about our mental health, support each other in our community, and improve the services to better provide help to people when they need it.

Leicestershire NHS are asking patients to complete a survey to help improve the support they offer for mental health locally.

#HealthierInMind

To complete online go to surveymonkey.com/r/healthierinmind

If you need help to complete the questions or would like it in a different language or format such as large print, Braille or audio, please call 0116 295 1337.

www.bettercareleicester.adults.nhs

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Helping you get the most from your Appointment

The average consultation time is 10 minutes. This advice is aimed at making that time as effective as possible.

1. Make a list of any questions/problems you wish to discuss and always start with the most important query first.
2. Ideally, please allow us to deal with one problem per consultation to allow a thorough assessment of the problem, as trying to deal with multiple problems during one consultation can distract the doctor and serious illness might be missed.
3. Please do not be offended if you are asked to book another appointment if you have more than one problem, so that each problem can be given the time it needs.
4. Bring someone with you for support if you need to.
5. Wear loose clothing if you think the doctor may need to examine you.
6. If you don't understand something, please ask the doctor to repeat it, or to write it down. Don't be afraid to ask questions.
7. Be direct - If you have a problem that you find embarrassing, please don't leave it until the end of the consultation - remember that your problem is likely to be a common one for your GP.
8. Please arrive on time, if you are late for your appointment, you may be asked to rebook.
9. If your query is with regards to a hospital issue or for clarifying advice from your consultant - you should contact the consultant's secretary or the hospital's Patients Information and Liaison Service (PILS) to get help. Your GP will not have any more information than you do.
10. If you have booked an appointment that you can no longer attend, please let us know by calling 01455 553531.