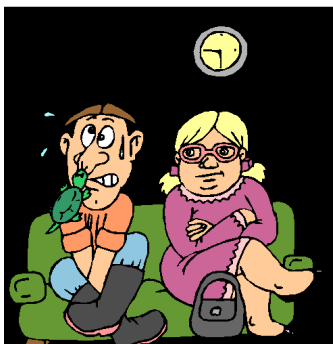


## A day in the life of a GP

*This is a question that many patients ask so this is an example of what a typical day might look like.*

Morning surgeries begin around 8.45, but the doctor might have arrived early to start on their daily paperwork and of course there is always one doctor on call from 8.00am. Surgeries run through to noon and afternoon surgeries run until 6.00pm



Each individual GP's surgery lasts at least 2.5 hours and consists of a mixture of routine appointments, book on the day appointments and telephone appointments. In addition to these the doctor must visit patients too ill to attend the surgery and to residential homes. As a training practice our GPs provide placements for both Medical Students and young doctors and time must be set aside for tutoring and mentoring.

In between these responsibilities GPs have to refer patients to hospitals, write letters, liaise about the business side of running a practice, complete repeat prescriptions, sort out queries, liaise with hospital consultants, prepare reports for insurance companies and review medications.

On top of the above we are required by the government, as part of our contract, to attain many different targets all of which must be audited and accounted for. So time has to be set aside to compile registers and lists, fill in forms and to maintain computer records in order to submit correct information to various departments.

Continued on page 2.....

**Ambleside Health Centre**

**Rydal Road Ambleside Cumbria LA22 9BP Tel: 015394 32693**

**[www.amblesidegrouppractice.co.uk](http://www.amblesidegrouppractice.co.uk)**

# All in a day's work continued

As the focus of primary care shifts to becoming more pro-active, then a great deal of time is spent identifying those patients who might be at risk of various chronic diseases in order to minimise those risks. This also means that the management of many chronic diseases now takes a greater precedent in GP surgeries rather than in hospital.

We do try to squeeze in time for lunch and the odd cup of coffee, we call these a meeting!

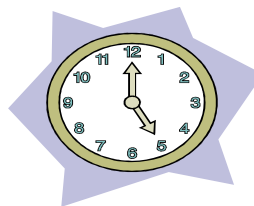
Although surgeries finish at 6.00pm, the doctors will often still be working late into the evening to complete the tasks of the day. Some of our doctors also take part in the Out of Hours Service (CHOC) and work with planning of health services in South Lakes and because of these commitments are not in surgery every day.

Of course every day is different and that makes managing the workload very difficult. Please believe we do our best to fit everything in without creating too much delay in appointment times etc. However your patience is very much appreciated when we, perhaps, can't accommodate your wishes 100%.

We do appreciate hearing your suggestions and constructive criticisms.

## Appointments

- Can be made by telephone or in person
- Are for 15 minutes
- ***Please Note it may not be possible to deal with several problems at one visit***
- We offer appointments within 48 hours, however these appointments will be with the doctor who has free appointments and may not be the doctor of your choice.
- Although you may be registered with a particular doctor we are happy for you to see the doctor of your choice, however, it is worth trying to stay with one of the doctors throughout one episode of illness. If the problems you have are of a long term nature, it is worth getting to know a couple of the doctors, so that you feel there is better continuity should you need help when one of the doctors is away.
- If for whatever reason the doctor you know is away when you need an appointment, the receptionist will offer you an appointment with another GP within the practice, or you have the option to wait until your preferred GP is available if your problem is not urgent.
- Your medical records are available to all GPs within the practice, which ensures continuity of care even if your preferred GP is not available.



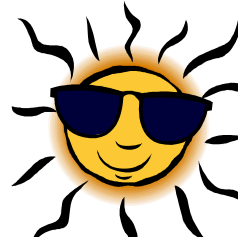
**Over the last month, 104 appointments were 'Did Not Attend' (DNA) i.e. the patient does not cancel or turn up for the appointment. DNAs mean :**

- An increase in the waiting time for appointments for all patients
- Frustration for both staff and patients
- A waste of resources.

***To cancel your appointment please come into reception and tell us in person or ring reception at the Health Centre.***

# Holidays

Summer is coming and I am not going to make any predictions myself as far as the weather is concerned but here are a few health tips just in case we have a hot summer.



Protect the skin with clothing, including a hat, T shirt and sunglasses

Seek shade between 11am and 3pm when (and if!!) it's sunny.

Use a sunscreen of at least SPF 30 which also has high UVA protection and make sure you apply it generously when in the sun. Most people apply less than half of the amount needed to give the level of sun protection on the packet. Applying less will reduce your protection to a higher degree than is proportionate – e.g. only applying half as much can reduce your protection by as much as 2/3.

Keep babies and young children out of direct sunlight.

For those patients intending to take a summer holiday abroad, we would recommend reading the advice that is supplied by many tourist operators about keeping healthy. Such information will usually give details including advice on whether the water is safe to drink and also what vaccinations might be recommended.



We run a Travel Clinic on a Thursday morning. Please book at least 6/8 weeks before you travel as we get very booked up in the run up to the holiday season and some vaccinations courses take 1-2 months. We will ask you to complete a form which will need to be dropped off at the surgery at least a week BEFORE your appointment, so we are then ready to give you constructive advice on your health requirements in order for you to enjoy your holiday.

**When travelling abroad it is always recommended that you have valid travel insurance. It is important to inform the insurer if there is any alteration to your health after the policy was taken out as any claim might be invalidated by changes.**

## Worried about a mole

**The ABCD rule** helps you to remember what to look out for. If you have concerns or notice any of these changes see your doctor without delay.

**Asymmetry** – the two halves of a melanoma may not look the same

**Border** – edges of a melanoma may be irregular, blurred or jagged.

**Colour** – the colour of a melanoma may be uneven with more than 1 shade

**Diameter** - many melanomas are at least 6mm in diameter; the size of a pencil eraser.

# CLAMIDIA SCREENING FOR UNDER 25s

Many of you may have heard in the press of the rise in Chlamydia infection, which is a sexually transmitted **disease**. It is estimated that **1 in 10 people have this infection and both men and women can** be affected.

The main concern with Chlamydia is that it often has no symptoms and therefore you could have it without realising. This can cause problems leading to infertility in later life.

If you are under 25 years of age and have had more than one sexual partner or you have a partner who has had more than one sexual partner then you are at risk of having contracted Chlamydia. Don't panic, it is easy to treat. If this is you then you can obtain a free Chlamydia testing kit if you are under 25 years of age, just ask at reception or see one of the nurses at the surgery.

## FLU CLINICS

Although winter seems a long way away, the 'Flu Season' is a busy time for the staff at the surgery. Look out for posters in September with information regarding Flu Clinics at the surgery.



## FACE LIFT FOR THE HEALTH CENTRE

Please bear with us over the next few weeks/months as the whole of the Health Centre is being painted.

As you can imagine this is a big project and we will try to keep any disturbance to a minimum.

## NEW FACES

You may have noticed a couple of new faces in the Health Centre:

**Janice Hancock** has joined the nursing team; Jan will be working mostly Monday afternoons and all day Tuesdays.

**Caroline Ellis** has joined the Reception/Clerical Team and replaces **Claire Wood** who has retired having worked at the Health Centre for 6 years. We wish Claire a long and happy retirement.

**Dr Madeleine Dibnah** will be joining the practice in August for a 4 month placement. Dr Dibnah is a qualified doctor who is spending some time in General Practice as part of her further training.



**Out of Hours Service**  
**03000 247 247**