



Marsh Medical Practice

Winter Newsletter

Coronavirus

If you are concerned that you may have come into contact with someone who has Coronavirus or have symptoms yourself **DO NOT come to the surgery – CALL 111 immediately** and they will advise you what to do next.

Please see our Special Edition Newsletter or review the Governments current advice at: www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public

Or view the Department of Health video at: www.youtube.com/watch?v=BEJHHuT9_ig&feature=youtu.be

Appointment Requests

Please tell reception exactly why you need an appointment – this helps us to sign post your enquiries and requests to the most appropriate healthcare professional.

Please ensure that you cancel your appointment if it is no longer needed – numerous appointments are not attended each week and other patients wait longer than needed.

Email and SMS Services

You can now be sent appointment reminders and patient information leaflets following your appointment via email and texts.

Please talk to reception if you would like to be part of this service

Bowel Screening

As part of the National Screening Programme, you may be offered a screening appointment or be sent the home testing kit through the post. When you receive your invite please attend or complete the test even if you don't think you have any symptoms – many people ignore the request and you could be at risk from bowel cancer. This is a common cancer and 1 in 20 people will have it during their lifetime

This is a nationally run programme but if you have any questions please talk to us or view NHS guidance at:

www.nhs.uk/conditions/bowel-cancer-screening/

Blood Pressure (BP) Checks

Marsh are committed to maintaining your good health and part of this is to ensure your BP is well controlled. Raised BP

(hypertension) is associated with a number of serious medical conditions such as heart attack and stroke.

If you are reminded to come in and have your BP checked, please book an appointment. This is for your good health and we are following current NHS guidelines.

Safe prescribing of Medications

You will have all seen various news articles about medicines safety. At Marsh we have a comprehensive system in place to monitor all of our patients. Please ensure you attend for blood tests, BPs and ECGs when you are contacted. Help us deliver Best Practice healthcare to you!

Medical and Nursing Students

Please join us in welcoming to the Practice student doctors who will become part of our healthcare team in the near future.

Marsh received excellent feedback from the University about the learning experience the student nurses receive from their time with us. Thank you to all of you for helping us train the next generation of nurses.

If a student is due to be present in your appointment you will be advised beforehand but if you would rather they were not there, please just mention this to reception.

Secondary Care Contract Breaches

From time to time, our hospitals fail to provide the services they are contracted to. For example, there may be a delay in sending us letters about treatment changes following a procedure or outpatient appointment. To help the CCG, we report these breaches to ensure services are improved to all patients throughout the country.

We suggest that if you are seen in clinic or discharged from a ward and immediate changes are needed to your medication but you are not provided with a prescription or discharge medication, please ask the doctor to provide you with a note with the details – this is usually handwritten so please ensure it is legible and the doctor's name is clear. Then hand this to our dispensary and we will action the request within 48 hours.



You asked...

You asked us to.....improve the front path at Manby



We did...

We have...scheduled this for Spring