

# CLEE MEDICAL CENTRE

Patient Newsletter

Issue 12  
August 2012

Welcome to our *new look* Patient Newsletter!

**Our aim is not only to provide you with the surgery's latest news but to also provide you with information on local activities, healthy recipes and lifestyle tips.**

## Surgery News

- ◆ We are currently running our annual patient survey designed by our Patient Participation Group Members. We run these survey's to help us gain the opinions and ideas of our patients so that we can improve the services we provide you.... So please if you can spare the time to fill in a survey we would be extremely grateful. Surveys and pens are available at the reception desk. You can also complete the survey on line by visiting our website [www.cleemedicalcentre.nhs.uk](http://www.cleemedicalcentre.nhs.uk). You may also bump into a few of our Patient Group members in the main waiting area who will guide you through the survey on our hand held units.
- ◆ We all know only too well, that you maybe at work during the day, looking after children or simply just find it difficult to get into the surgery for an appointment so we are now offering our patients telephone appointments with they're GP as well as the normal face to face appointments.  
When you make your appointment the receptionist will be able to help you choose the best option for you. Telephone appointments are perfect If you want to discuss your medication, test results or any queries that you may have or any advice that you may need with your GP without having to leave your home. If you prefer a telephone appointment, just ask!
- ◆ **Important reminder.....** If you need to cancel an appointment or need to re-arrange one, please let us know. 583 appointments were missed in July equalling 8719 minutes of wasted time that could have been used by other patients in need of an appointment. You can cancel your appointment by calling us on 01472 697257 or by using our on line services. To sign up for our on line services please speak to a member of the reception team.

**This new section of your  
newsletter, gives you an insight into the day to day  
life at Clee Medical Centre through the eyes of  
each job role here at the surgery.  
The first edition is.....**

**A DAY IN THE LIFE OF THE.....RECEPTION TEAM**

The day begins at approximately 7.15am, the gates are opened and the surgery is unlocked for staff and the preparation for the long day ahead begins.

The computers in the call centre and at the reception desk are switched on and the prescriptions for the pharmacy collections are prepared.

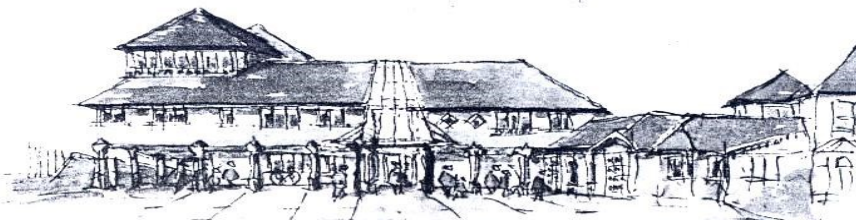
At 8am the doors open and the 12 phone lines open in the call centre and in a nutshell, all hell breaks loose! The front desk receptionists start to book in patients for the Practice Nurses and Health Care Assistants as well as booking GP appointments for the day ahead. Meanwhile in the upstairs call centre a team of 4 receptionists are answering the telephone appointment lines. They are booking appointments for patient to see the GP's, arranging GP telephone consultations and also appointments for the nurse. The phone lines, as you can imagine are extremely busy between 8am and 9.30am, and some calls take longer to deal with than others but the reception team work very hard to answer your calls as soon as they can.

At about 9.30am the phone lines do quieten down a little.... So one or two of the call centre receptionists can now concentrate on their other daily duties. Morning duties in the call centre consist of arranging GP home visits, completing tasks from the Gp's, Nurses and other members of staff. Tasks are usually informing patients of test results, informing the GP's of sick note requests and also booking patients in for future appointments. Other duties will include, dealing with patient queries, hospital queries and arrange choose and book referrals for patients at the hospital.

Meanwhile on the reception desk..... The main waiting area is getting busier and busier. Patients are arriving for their appointments. Patients also need help with any queries they may have. During this time, a constant stream of Pharmacies also appear collecting prescriptions for their patients, they usually have a huge list so they are usually here a while. There is however a self check in screen for our patients to use in waiting area 1 during these busy periods.

The surgery has some much needed quiet time between 12.30-1.30. Practice nurse appointments are still being attended to and the general enquiry lines are still open but the morning GP appointments have finished and the Gp's are off out on they're home visits.

The appointment lines open again at 1.30pm and the call centre team are once again busy with booking future appointments for patients, relaying test results, dealing with prescription enquires, tasks and dealing with urgent blood results for our INR patients. Finally at 6.30pm the phone lines close. Its home time for most but for our late reception team, they still have an hour and a half to go as our Monday – Thursday late surgery runs through to 8pm. Finally everyone can go home and relax only to start the day all over again tomorrow.



# Recipe corner

## *Crusted Honey Mustard Chicken*

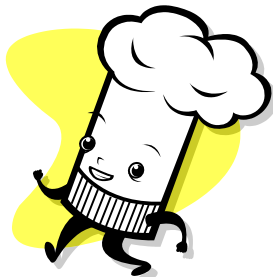
Treat your family to this delicious summer recipe, its quick, healthy, easy to make and perfect for diabetics too!

### Ingredients:

5 sprays of calorie controlled cooking spray  
90g French's Honey Mustard (6tbsp)  
1/8 teaspoons of salt  
1/8 teaspoons of Black pepper  
2 teaspoons Dill (fresh or dried)  
1 large spring onion (finely sliced)  
30g of cornflakes (crumbled)  
450g chicken skinless breasts or 4, 4 oz pieces.

### Instructions:

\*Preheat oven to gas mark 7/220° C / 425° F  
\*In a small bowl, combine honey mustard, salt, pepper, dill and spring onions; remove a 3rd and set aside.  
Place cornflakes crumbs in a shallow bowl. Dip chicken breasts in dressing mixture, then cornflake crumbs.  
Place in shallow baking tray coated in cooking spray.  
\*Bake until chicken is golden and no longer pink, about 15 minutes.  
\*Drizzle remaining dressing mixture (1/3 set aside) over chicken breasts and serve.



Please join us in congratulating Practice Nurse, Sami George (now Laker) on her recent wedding. A lovely day was had by all and we hope they are now enjoying and relaxing on their honeymoon in the US of A!

## USEFUL NUMBERS

### **Appointments**

8.00 - 12.00 &  
1.30 - 4.30pm Tel: 01472 692241

### **Enquires**

8.30 - 6.30pm Tel: 01472 697257

### **Prescriptions**

11.00am - 1.00pm Tel: 01472 690852

### **Test Results**

2.00pm - 6.30pm Tel: 01472 697257

## WELCOME

Clee Medical Centre would like to welcome Maxine Johnson our New Health Care Assistant and Laura Aisthorpe our new Holiday Relief Receptionist to the team.

## GP OUT OF HOURS

**TEL:01472 265222**

**NHS** CALL 24 HOURS ON  
**Direct 0845 4647**

# A Healthy Life Style for the Elderly in 10 easy steps

We all know that what we put into our body is what you will get out of it. If you have been filling your body with junk food and spend half your life watching TV in your favourite recliner, you will pay for it now and later in life.

If you have been out on the night every weekend drinking unthinkable amounts of alcohol, then you can guess the state of your body when you grow older.

The older we get, the more essential it is to maintain a well balanced diet and a [healthy lifestyle](#). There are many ways we can explore to help us live longer. However, the main factor is to switch to a healthier lifestyle now rather than late.

## 10 Tips for a Healthy Eating Plan

1. Calcium rich foods, such as milk and cheese, are important to compensate for loss of bone density associated with aging.
2. Avoid food rich in saturated fat, and whenever possible, use olive oil.
3. To help ensure a healthy lifestyle for the elderly, make sure they get lots of fluid, despite their decreasing thirst. They should concentrate on increasing their fluid intake, especially of milk and water.  
Tea, coffee, and other fluid intake should be in moderation. Coffee should be the decaffeinated variety to prevent leaching needed calcium out of their bones and organs.
4. Fruits that are rich in Vitamin C, such as strawberries, apples, and citrus fruits should be incorporated into their daily diet.
5. Vegetables, especially those with high levels of Vitamin A and Vitamin C, such as carrots, spinach, avocados, sweet potatoes, and broccoli should be consumed on a daily basis.
6. Fish high in omega-3 and vitamin E are beneficial to the elderly. Due to their texture and nutritional value, they are a good alternative to red meat. Avoid farm-raised salmon. Wild is best.
7. Antioxidants should be an important part of diets to combat free radicals. Select the best antioxidant juice and have them take it at least twice a day. Three times is better. That alone can well ensure a healthy lifestyle for your elderly loved ones.

## Keep Mobile

1. Contrary to the common notion that the elderly should be indoors, experts advise them to keep active.
2. Keeping active not only improves their health, but it also keeps them happy and stress free.
3. Exercise should be done in moderation and consistently.
4. Consult your doctor, especially if you have any history of medical problems.
5. It is more important to keep moving as we age to prevent an increased risk of certain health conditions.
6. Activity keeps the heart pumping and reduces the risks of cardiovascular diseases, arthritis, and obesity.

## Social Networking

The elderly, especially those who live alone, are prone to loneliness and depression. The stress of modern day living can also affect their mental state. Evaluate their diet, their mental state and ensure that nothing impedes the healthy lifestyle for your elderly loved ones. By staying connected to a social network for occasional outings and meetings, the elderly are able to have a sense of belonging and general well-being.

The best support network is the support of family and friends. Keeping an eye out for our elderly parents, grandparents, relatives, and even neighbours will go a long way into ensuring they live a happy and fulfilled life.