



Jacey Practice Patient news update

September 2016

Appointment changes are coming

On the 3rd October the Jacey Practice is implementing a new appointments system. This is due to increased demand for appointments.

We are stopping the current triage system.

When you request an appointment you can still request the normal “next routine” appointment with a specific doctor, which will continue to be a 10 minute appointment.

If you have a **single urgent** problem which cannot wait for the next routine appointment you can request 5 minute appointments with a doctor.

These are either;

- An urgent face to face or,
- An urgent telephone appointment (*this will not lead to a face to face appointment*)

These **single urgent** appointments can also be accessed via Patient Access on the website (*please request a PIN from reception if you want to have Patient Access*).

The appointments are **staggered through the day** and will be released at staggered times during the day, so a receptionist may advise you to call back in a few hours when the next staggered appointments are released.

Home visits must still be requested by phone **before 10:30am**.

This new system will release an additional 15 hours of appointments **per week**.

We remind patients that if they do not need their appointment or need to cancel their appointment please let us know. That will allow the slot to be used by another patient.

We will be monitoring DNA's (Did Not Attend) closely and repeat offenders may have action taken against them.

Do you need support?

NHS Health Education England is promoting a self-care guide helping people to look after themselves and the people they care for. The local version of this guide can be found on our website under the Newsletter section

<http://www.jaceypractice.co.uk/Our-Services/Self-Help>.

There is a wealth of information here including:

Solutions for independent living.

This gives clear advice around key areas of:

- Your health
- Your home
- Daily activities

In each section you need to answer some simple questions and it can then give you a personalised report with advice and relevant products.

Dementia roadmap.

A web based platform developed in partnership with the Royal College of General Practitioners and the Department of Health. It provides high quality information about dementia journey alongside other support groups and local services.

FallsCheck app

This is an app produced by Health Design and Technology Institute that prevents falls in the home.

Health Tools

This is a selection of interactive tools, apps and podcasts from NHS Choices to help manage health and care. There will something here for most of our patients.

This is in addition to the library section of our website <http://www.jaceypractice.co.uk/Library>.

If you have difficulty in accessing the internet and would like more information please ask one of the receptionists.

Behind the headlines

This is where we look at a couple of articles from our website “library”

www.jaceypractice.co.uk/library/bth

Vitamin D supplements

“Vitamin D supplements could halve risk of serious asthma attacks,” The Guardian reports. A review of previous data found that vitamin D supplements could have a protective effect against serious asthma attacks when taken alongside normal asthma treatment.

Vitamin D is made in the skin when it’s exposed to sunlight. Many people in the UK have low levels of vitamin D, especially during the winter when sunlight is weak. People with low levels of vitamin D seem to be more likely to have asthma attacks. The researchers wanted to pool data to get a clearer picture of whether vitamin D supplements could help.

Any review of this sort is only as good as the studies fed into it. While the studies were judged to be of a good quality, the reviews’ authors warn that there were “relatively few” studies included; seven in total. But the main conclusions were based on just three studies which mainly involved adults with mild or moderate asthma. This means the results may not apply to people with severe asthma, or to children.

Unfortunately, the review can’t tell us whether everyone with asthma would benefit from taking vitamin D, or only people whose vitamin D levels are low. Also, it doesn’t give us a recommended dose.

Public Health England recently recommended everyone in the UK considers taking a 10microgram dose of vitamin D daily, especially in winter. However doses in some of these asthma studies were much higher.

So it is unclear whether there is such a thing as an optimal dose, and even if there was, what that would be.

Asthma attacks are frightening for adults and children alike, and can be fatal. A treatment that

can help people avoid having an asthma attack, especially a severe attack that needs hospital treatment, has long been an aim of asthma research. If a simple vitamin supplement, already recommended for use, can help reduce the risk of attacks, that's excellent news.

There are a few important points to remember, however:

- People with asthma should not stop taking their normal asthma medication. Everyone in the studies took vitamin D as well as their asthma treatment, not instead of it.
- The information for reducing numbers of childhood asthma attacks relies on one study of just 22 children. We need better information from a bigger study to be sure it helps children.
- We don't know whether everyone with asthma would benefit, or just people already low in vitamin D.
- We don't know the best dose to take for people wanting to reduce their risk of asthma attacks.

If you are considering adding vitamin D supplementation to your, or your child's, asthma medication then it is a good idea to discuss it with the doctor in charge of your care.

For more information please refer to the “Library” page on our website

www.jaceypractice.co.uk/library/bth

Are you able to help?

The Practice regularly seeks the views of patients through the Patient Participation Group (PPG) about the range and quality of services provided. This group also links in with the wider PPG network of Solihull PPGs allowing for engagement with decision makers with the NHS and Social Services. We would like to expand the activities of this group but need more people who are able and willing to take on an active role.

The next meeting and AGM is at 5:30 pm on 11th October at the Jacey practice site. If you are interested in coming along please speak to a receptionist or email jaceypractice@nhs.net for more information.