

# Hampton Surgery

The Practice would like to thank all the patients that completed the patient satisfaction survey back in late October. The outcome of the survey was very good and detailed below are some of the results. A full report on the survey will be posted to the practice website or you will be able to request a copy from the surgery in March 2013.

**How helpful do you find the receptionists at your GP Practice?**

98% of patients find the reception staff very or fairly helpful

**How easy was it to get through to someone on the phone?**

97% of patients find it very or fairly easy to get through on the phone

**If you need to see a GP urgently, can you normally get seen on the same day?**

78% said yes, 18% haven't tried

**Did you have confidence in the GP you saw?**

83% said definitely, 14% to some extent

**How good are we at listening to you?**

91% said good or very good

**Would you recommend your GP surgery?**

99% said definitely or probably

Some of the comments that were left on the survey are as follows:

- From the reception team through to the doctor everyone is friendly & professional – thank you! Please keep doing an outstanding job, warmly appreciated.
- Reception is always friendly. Dr Prince is often hard to see. I know he is very busy. He is the best person to see though in high demand. Can we clone him!
- We have been attending this practice for the last nine years and although we do not need to attend regularly as we are both healthy, any time that we have needed help it has always been forthcoming & efficient. We are most fortunate to have such a high standard of health care in this village. Thank you.
- I am new to the area & surgery and have been very pleased with the surgery. Thank you
- This is a very good & caring Doctors surgery, they do everything they can to accommodate their patients with care & consideration

**ABUSE!** Often people don't want to admit that they are being mistreated and abused. It might be painful to talk about, or they might fear retribution by the abuser.

Abuse can be stopped and even prevented, but this can really only happen if someone knows about it.

The Practice works in conjunction with Solihull Council to have robust Safeguarding policies so if you do not wish to speak to someone at the Surgery about harm & abuse you are suffering or you are in fear of someone, or you have been harmed or mistreated by someone or you know or suspect a vulnerable adult or child is being abused you can contact the safeguarding teams at the details below:

**To report adult abuse please call 0121 704 8007**

**To report children's abuse please call 0121 788 4333**

Certain departments within Heartlands are taking part in the 'ASK 3 QUESTIONS....' campaign which is about helping patients become involved in their own healthcare decisions.

Normally there are choices to be made about your healthcare, for example you may be asked:

- To decide whether or not you want to have treatment
- To choose between different types of treatment
- If you want to continue with the same treatment

If you are being asked to make a choice, you may have lots of questions you need to ask. It can help you to write a list of the questions to take to your appointment.

**Ask 3 Questions suggests you get the answers to three key questions (detailed below)**

1. What are my options?
2. What are the pros & cons of each option for me?
3. How do I get the support to help me make a decision that is right for me?

For more information go to:

[www.advancingqualityalliance.nhs.uk/SDM/](http://www.advancingqualityalliance.nhs.uk/SDM/)

**IF YOU OR SOMEONE YOU KNOW NEED THIS NEWSLETTER TO BE MADE AVAILABLE IN A BIGGER PRINT PLEASE CONTACT THE SURGERY ON 01675 442510.**

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**Alcohol consumption** is a considerable public health burden in the UK, in 2008/09 it accounted for 1,057,000 alcohol-related admissions to hospital, costing in the region of £3billion per year. The number of people reporting consumption of harmful levels of alcohol is increasing. It is reported that "Around a third of men and a fifth of women are drinking over the weekly recommendations." So what are the recommended safe limits of alcohol drinking?

- **Men should drink no more than 4-5 units of alcohol on 4-5 days per week**
- **Women should drink no more than 3-4 units of alcohol on 3-4 days per week**
- **Pregnant women. - The exact safe amount is not known so guidance of the Department of Health is that pregnant women or women trying to get pregnant should not drink at all.**

In general the more you drink above the safe limits; the more harmful alcohol is likely to be. And remember, binge drinking can be harmful even though the weekly total may not seem too high.

So what is a unit of alcohol? One unit of alcohol is 10ml (1cl) by volume, or 8g by weight of pure alcohol. So for example one unit of alcohol is equal to

- **Half a pint of ordinary strength beer, lager or cider (3-4% alcohol by volume)**
- **Or A small pub measure (50ml) of fortified wine such as sherry or port (20% alcohol volume)**

There are one and a half units of alcohol in:

- **A small glass (125ml) of ordinary strength wine (12% alcohol volume) or**
- **A standard pub measure (35ml) of spirits (40% alcohol volume)**

If you think your alcohol consumption is too high and would like some help please do not hesitate to book an appointment with one of the Doctors at the surgery. They will be able offer advice about alcohol consumption and sign post you to other services that will be able to help you.

Members of the public can contact the DVLA if they believe a person is driving that should not be driving for health reasons. For example, if the driver has been informed not to drive by a doctor or if they are suffering with dementia. The DVLA require a letter detailing the information signed by the member of the public.

The DVLA will then write to that person with a questionnaire for them to complete. If they do not respond, their licence could be revoked. If they do respond the DVLA will seek consent to contact the GP / specialist as appropriate to look into the matter further. If they have been informed not to drive for medical / health reasons and continue to drive this then becomes a police matter. (Address: DVLA, Swansea, SA6 7JL.)

The Alzheimers Society states that "Someone who is diagnosed with dementia may be able to continue driving for some time. However, they must fulfill certain legal requirements. As the person's dementia progresses, they will reach a point where they can no longer drive safely and must stop driving. Many people find this very difficult to accept.

A diagnosis of dementia is not in itself necessarily a reason to stop driving. What matters, from both legal and practical points of view, is whether or not the individual is still able to drive safely. However, they must fulfill certain legal requirements, including telling the Driver and Vehicle Licensing Agency (DVLA), of their diagnosis.

([www.alzheimers.org.uk](http://www.alzheimers.org.uk))"

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