



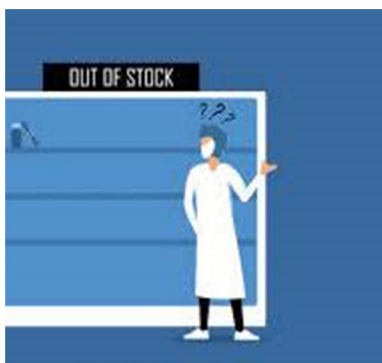
Please "Be kind" to our staff. A simple thank you, or a positive review could make the world of difference. Send any comments and feedback to Email: [roccg.swallownestcarecoordinators@nhs.net](mailto:roccg.swallownestcarecoordinators@nhs.net)

We will be closed from 12.00pm for training on Thursday 25th April 2024.



<https://www.testicularcanceruk.com/how-to-check-testicles/>

### Alternative medication



When told at the pharmacy you need an ALTERNATIVE for your medication this is the responsibility of the pharmacy to inform the GP surgery of what the alternative should be for us to re issue. This is not the GP surgery or the patient's responsibility.



### Overindulged over Easter? Too much chocolate in your life?

**It might be time for a change in your lifestyle and diet.** There are lots of ways you can lose weight, from making small changes to what you eat and drink to finding more support. If you're overweight, losing weight will give you more energy and help to reduce the risk of obesity, heart disease and type 2 diabetes.

Try out the NHS BMI Calculator <https://www.nhs.uk/health-assessment-tools/calculate-your-body-mass-index/>

#### NHS TOP TIPS TOP HELP YOU LOSE WEIGHT

##### Do

- ✓ get active for 150 minutes a week – you can break this up into shorter sessions
- ✓ aim to get your 5 A Day – 80g of fresh, canned or frozen fruit or vegetables count as 1 portion
- ✓ aim to lose 1 to 2lbs, or 0.5 to 1kg, a week
- ✓ read food labels – products with more green colour coding than amber and red are often a healthier option
- ✓ swap sugary drinks for water – if you do not like the taste, add slices of lemon or lime for flavour
- ✓ cut down on food that's high in sugar and fat – start by swapping sugary cereal for wholegrain alternatives
- ✓ share your weight loss plan with someone you trust – they can help motivate you when you have a bad day

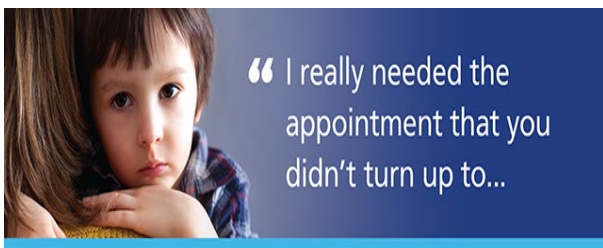
##### Don't

- ✗ do not lose weight suddenly with diets
- ✗ do not stock unhealthy food – popcorn, fruit and rice cakes can be healthier alternatives
- ✗ do not skip meals – you might end up snacking more because you feel hungry
- ✗ do not finish your plate if you're full – you can save leftover food for the next day

Try out Rotherham Health wave for great local weight loss services, self-refer online or call 01709718720 <https://rotherham-healthwave.connecthealthcarerotherham.co.uk/>



Rotherham  
Healthwave  
Helping boost health and wellness



GP appointment?  
Can't make it?  
Don't need it?



## DNA's March Breakdown

**234** patients did not attend their appointments last month March 2024 That's 3% of appointments which is the same as last month.

### Here's the Breakdown

- GP appointments – 96
- Nurse appointments – 23
- HCA (blood/BP and other clinics) – 102
- Minor Ailments PA's – 5
- Pharmacist – 1
- Misc – 7

Appointments are valuable, and it's important that if you can't attend to let us know in plenty of time.

Did you know that the average cost of a GP appointment in the UK is £42? With 92 GP appointments missed this month that's a whopping £4032 just for missed GP appointments alone!!!

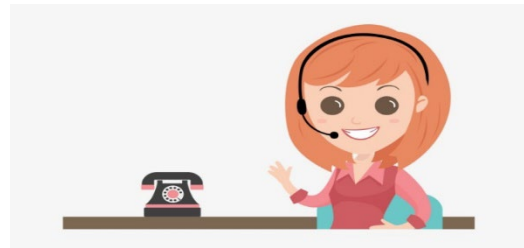
To cancel an appointment please use the following options to allow someone else to use it.

call us on 0114 433 3888 the following options appear: -

Press 1 to cancel your appointment via an auto attendant.

Press 2 to speak to a Patient Services Advisor if you also need to rebook.

You can also cancel by emailing [svicb-rotherham.swallownestnoreply@nhs.net](mailto:svicb-rotherham.swallownestnoreply@nhs.net)



## A day in the life of A Patient Service Advisor

They are the primary representative of a medical facility. Their duties include greeting visitors, maintaining appointments, and providing direction to people in person and on the phone. The patient service advisor also performs clerical work and disseminates information to medical staff.

Patient service advisors perform a variety of duties to support the medical staff and its patients. They are the main liaisons of a medical facility, interacting with patients and medical staff. They act as mediators in communication. Duties and responsibilities also include:

- Answering phones and forwarding calls to the appropriate party, or taking down messages for forwarding later
  - Collecting patient information and providing it to relevant medical leads
  - Tracking availability and preparing patients before their appointments
  - Informing medical staff when a patient has arrived.
  - Ensuring that each patient has the proper documentation.
  - Handling correspondence and file transfers
  - Checking on medical staff throughout the day
  - Sorting through prescription order forms and adding onto the computer to be ready for the GP to sign.
  - Recording blood pressures for the GP'S.
  - Checking incoming letters, coding, and disseminating to GP's
  - Change of patient details such as contact information and address changes.
  - New patient registrations – adding forms onto the computer, requesting medical records from previous practice.
  - Collating information for deductions
  - General admin
  - Care navigation to other services.
  - Actioning Emails
  - Booking immunisations
  - Allocating blood results for GP to review
  - Filing results
  - Actioning voicemails
- Call back service on the phones



## **Update on our phone lines!**

Callback is a new feature of our telephone system that allows a caller to choose to be called back rather than wait on hold in the phone queue. When a receptionist becomes available, the system will call you back and when you answer, you will be connected to the patient service advisor.

Requesting a call back is easy and will allow you to keep your current position in the call queue without waiting on hold call 0114 4333888 as normal and select the option for call back when prompted this will ask you to confirm your phone number.

### **IMPORTANT -**

- **The callback system is not able to initiate a call back if you telephone number is anonymous or blocked. please leave a number.**
- **You must follow all the instructions given when you enter the call queue and ensure that the automated system reads and confirms your telephone number back to you.**
- **If you are unable to answer your telephone when the system is calling, you back you will unfortunately lose**

**your position in the queue and will need to call the surgery again 0114 4333888.**

- **If your telephone or mobile goes to voicemail while we are calling, you back because your mobile phone is switched off or not in signal range the receptionist will leave you a voicemail message instructing you to call us back at your next convenience.**

### **Swallownest Patient Participation Group (PPG)**

A Patient Participation Group (PPG) is a patient led group of volunteers who meet regularly. It is a forum to work together with their GP practice to help plan and improve services, offering patients or carers views and assisting in educating people about the health services available to them.

We meet about every 6/8 weeks for an hour, if you can spare the time, are a patient and over 18 why not join in? Use the link below to complete our application form or ask at Reception.

<https://forms.office.com/e/nX6znznpmh>

For further information on what a PPG is and does see our website or the newly updated PPG noticeboard in the Doctors waiting room.