

# ST MARTINS GATE SURGERY

Apr / May / June

Please note that we are closed on Bank Holiday **May 1st, May 8th**  
(King's Coronation) and **May 29th**.

Please call 111 or visit [111.nhs.uk](https://111.nhs.uk) for medical help or dial 999 in an  
emergency.



## AccuRx - Our new online triage system

We have been trialling an online triage system for almost 1 year. We initially started with a 3-day trial of administration requests i.e. sick notes, test requests and referral queries. This went down well with patients as they were finding that they weren't having to wait in a phone queue, only to find out that the results weren't back yet, or messages being sent to the GP and waiting for a reply of an unknown time scale. After the 30 day trial we then opened up for medical requests i.e. clinical questions, medication queries.

**We do allow a 72-hour turnaround to process any requests coming in.**

More and more patients are starting to use this service to save time queueing on the telephone or to have a call back at an inconvenient time for them. The replies can be sent via text message if the patient prefers. This is not however, a "jump the queue" service for getting an appointment.

With the service becoming more popular, AccuRx is constantly developing. There are new features of "self-book" which allows you to book an appointment following a link without needing to be signed up to Patient Access or the NHS App.

If you wish to use this service, you can find it on our website under "online services" or you can access it via the NHS App.



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## QR CODE

You may have noticed our new QR Code dotted about the waiting room. You can scan this code to check in for your appointment. There are basic step-by-step instructions on the poster of the code on how to use it.

You do need to allow location services on.

## BOWEL CANCER AWARENESS MONTH - APRIL 2023

April is Bowel Cancer Awareness Month, a fantastic annual opportunity to raise awareness of bowel cancer and funds to support our work.

Someone dies of bowel cancer every 30 minutes in the UK. But with help that can be changed. A latest survey showed that nearly four in ten people in the UK can't name a single symptom of bowel cancer. That's why Bowel Cancer UK have launched #KnowTheHigh5 campaign to raise awareness of the red flag symptoms of the disease.



Visit [www.bowelcaneruk.org.uk](http://www.bowelcaneruk.org.uk) for more information on how you can get involved this April and help raise awareness of bowel cancer.

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### HAY FEVER



Hay fever is a common allergic condition that affects up to 1 in 5 people at some point in their life. Symptoms can include sneezing; runny nose and itchy eyes. These happen when a person has an allergic reaction to pollen. People can be allergic to tree pollen (released during spring); grass pollen (released during the end of spring and beginning of summer); and weed pollen (released anytime from early spring to late autumn). There is currently no sure cure for hay fever, but most people are able to relieve their symptoms with treatment, at least to a certain extent. Treatment options for hay fever include antihistamines, which can help to prevent an allergic reaction for happening; and corticosteroids (steroids), which can help to reduce levels of inflammation and swelling. Many cases of hay fever can be controlled using over-the-counter medications from your local Pharmacy. However, if your symptoms are more troublesome, it's worth speaking to your GP as you may require prescription medication.

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## CERVICAL SCREENING AWARENESS WEEK - 19th-24th June 2023

This week is important. It's Cervical Screening Awareness Week and we're supporting Jo's Cervical Cancer Trust because we want you to have all the facts about this potentially life-saving test. Did you know that one in three women and people with a cervix don't take up their invite? We want to change that, and you can help!

It's simple, share your tips, experiences and help break down some of the confusion and anxiety that exists around the test.

Your local Primary Care Network (PCN) team regularly hold drop in smear clinics on Saturday mornings at local surgeries around Worcester. The next clinic being held here 22nd April, 9am-1pm (last drop in being 12:50pm). For more information when future clinics are planned please visit the PCN Facebook page.

Find out more: [www.jostrust.org.uk](http://www.jostrust.org.uk)

