



Dr Mixer & Partners Newsletter

Issue 1: September 2015

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The Old Fire Station

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Hello..

and welcome to the **Dr Mixer & Partners quarterly newsletter**, we hope you find it both interesting and informative. We would like to announce some of the many positive changes we have undergone these past months that will benefit our patients.

It is worth noting, for those that don't already know, that after 30 years Dr Hardisty retired in April 2015 – we wish him a long and happy retirement; we know he will be sorely missed by both patients and staff, and admits himself he will miss his patients, and working alongside his colleagues he now refers to as *friends*. Patients who were under Dr Hardisty have been distributed between the Partners, but of course all patients have the option to choose their **Named GP** and the receptionists can update this on the computer at any time.

On a brighter note, we would like to welcome our new salaried lady GP's **Dr Gateshill** and more recently **Dr Alamgir**, these are accompanied by our registrar **Dr Singh** and Junior Doctor **Dr Douglas**. Let's hear it for the girls! Appointments are available for *booking on the day from 8.00am*, a number of appointments are available for *pre-booking in advance* and *online booking*, and at the moment we are also holding *sit-and-wait surgeries* which allow us to see many more patients in the allotted time, for this you still need to ring on the day at 8.00am book your place.

It is, as you can feel, getting colder & the NHS is advising us to **keep warm, and keep well** this Autumn/Winter. Cold weather is especially dangerous for older people or people with serious illnesses, so check in on older relatives and neighbours if you can, and encourage them to warm their house to at least 18°C if you feel they are vulnerable (see the **NHS Livewell** web pages). The same for people with *heart or respiratory* (breathing) problems, be aware they may have worse symptoms during a cold spell. You may be able to claim **financial and practical help with heating your home**. Look out for the **Keep Warm, Keep Well Booklet** available from www.gov.uk for advice on what support is available for Over 60's, Low Income Families and People living with a disability. **There is more information overleaf about the Flu Vaccine.**

Please continue to read the newsletter, and below is the address for the NHS Livewell Website:

<http://www.nhs.uk/Livewell/winterhealth>

To round off, we would like to thank everybody who donated to **Dr Carruthers Charity Bike Ride for Children with Cancer**. With your support, he managed to raise **£1381.00** which will greatly benefit the charity and the great work they do.



SURGERY OPENING TIMES

MONDAY 8am – 6pm

TUESDAY 8am – 6pm

WEDNESDAY 8am – 6pm

Please note we close for training on WEDNESDAYS between 12.45 – 2pm

THURSDAY 8am – 6pm

FRIDAY 8am – 6pm

SATURDAY 8am – 10am (**unless stated otherwise**)



when it's less urgent than 999

Call 111 when you need a doctor outside normal practice working days, weekends and bank holidays.

Would you like to be part of our Patient Participation Group?

As part of the **Department of Health Initiative** to increase patient involvement we have launched a **Patient Participation Group (PPG)**.

Patient involvement is *fundamental* in enabling the practice to identify areas for consideration or discussion. We would like to be able to **contact people occasionally by email** to ask them questions about the service provided, and aim to **identify areas of improvement** to deliver a health service that is **responsive to patient needs and values**.

We would like to be able to find out the opinions of *as many patients as possible*. We will use this information to ensure that any changes being made are **patient focused** and **as a result of feedback**.

If you are interested in our Patient Participation Group, please post your name and email to g.medici@nhs.net, we would look to contact you *every now and again* to complete a survey or a few specific questions, and we may invite you to PPG meetings. We appreciate your involvement, and for more information about the Patient Participation Group visit our website:

www.oldfirestationsurgery.nhs.uk

Please visit our website www.oldfirestationsurgery.nhs.uk

Book your next appointment with

Patient access



Ask at reception for details and visit
www.Patient.co.uk/access
 emis Patient.co.uk

Online Appointment Booking

We know it can be frustrating ringing on the day for appointments, many of you work, have children to take to school, or can find it generally hard to mobilize, and so we have introduced Patient Access. Patient Access is a new way for you to book your appointments online in advance, order your prescriptions and view your immunisation status (which may come in handy for your employer). It is available for patients over the age of 18 and the application process is simple.

- (1) Visit Dr Mixer & Partners and ask for a **Patient Access Form** at the front desk.
- (2) Present a proof of **photo ID** to the receptionist who will take a photocopy of it.
- (3) Your receptionist will print your **unique login details** for you to **activate your account immediately** at home or on your smartphone. You must activate your account within **14 days or your details will expire**.

Please note this is a 24 hour online service you can do this in your own time, day or night, and there are dedicated appointments available for online booking.

YOUR NAMED GP

You may be aware that in accordance with **National Health Service Guidelines** all patients now have to have an allocated '**named GP**'. Your allocated GP is **usually your registered GP**, and it often helps the many departments and hospitals to send correspondence to the correct doctor. Having a '**named GP**' **does not mean you are limited** to appointments with your named GP; you can see and **book appointments with any of the available GP's** at the Practice. If you want to know **who your named GP is**, ask one of the receptionists on your next visit and we will be happy to advise you.

THE NHS FRIENDS AND FAMILY TEST

**How likely are you to recommend our GP Practice to friends and family?
We want to know your views!**

The NHS Friends and Family Test has been devised across the NHS to assess whether patients are happy with the service provided, or where improvements are needed. It is a requirement for all GP Practices to have regular and measurable feedback, and it is a quick and anonymous way to give your views.

You may notice a blue box in the reception area – this is where you are able to post your views anonymously using the Friends and Family Test Form. If there are no Friend and Family Test Forms at the desk, ask one of the receptionists and they will be happy to help.

SEASONAL INFLUENZA CLINICS

Every year, between **15-20%** of the population is affected by Flu. Flu spreads easily and quickly by *coughing, sneezing* or by *touching something*, such as a door handle, that has been touched by someone with Flu. If you are healthy and have the flu, it will **usually clear up on its own** within a week. Flu can affect anyone, but it is a more serious illness in babies, pregnant women, older people and those with underlying conditions. **Anyone can have the Flu Vaccination privately at participating chemists**; however the Department of health recommends a **free NHS Flu Vaccine** as an **annual injection** to:

- Everyone aged 65yrs and over
- Pregnant women
- Children and adults with an underlying long-term conditions including Diabetes, Kidney, Heart or Respiratory disease or those with a weakened immune system

The flu vaccine is routinely given on the NHS as an **annual nasal spray** to:

- Healthy children aged two, three and four years old plus children in school years one & two.

A Flu Vaccine Every Year?

Yes. Because the strains (types) of flu can change, a new vaccine is produced each year– that's why it is important to get a flu vaccination every year.

For more information about Flu please visit:

www.nhs.uk/conditions/vaccinations/pages/flu-influenza-vaccine.aspx

**The Practice will be holding Flu Clinics from the end of September 2015.
Please contact us to arrange your appointment.**

Please visit our website www.oldfirestationsurgery.nhs.uk

KEEPING WARM THIS AUTUMN/WINTER

** If you feel cold, have a **hot drink** or a **hot meal** to warm your body through * Remember it is **cheaper** to wear **plenty of layers**, and in particular keep your **hands and feet warm** **
Winter Fuel Payment Scheme - if you were born **on or before 5 January 1953**, you could get between **£100-£300** tax-free to help pay your heating bills with the Winter Fuel Payment Scheme initiated by the Government. Visit the website below:

<https://www.gov.uk/winter-fuel-payment/overview>

USEFUL NUMBERS

OLD FIRE STATION..... 01482 862236
 SAMMAN ROAD SURGERY...01482 882281
 SPINKS CHEMIST.....01482 882562
 CASTLE HILL..... 01482 875875
 HULL ROYAL INFIRMARY.....01482 328541
 EAST RIDING HOSPITAL.....01482 886600
 SPIRE HULL AND EAST RIDING 01482 659471
 MINOR INJURIES (BEVERLEY) .01482 336433
 SINGLE POINT OF CONTACT...01482 301701
 PHYSIO DIRECT.....01377 208300