



Dr Mixer & Partners Newsletter

Issue 2: Winter 2015/16

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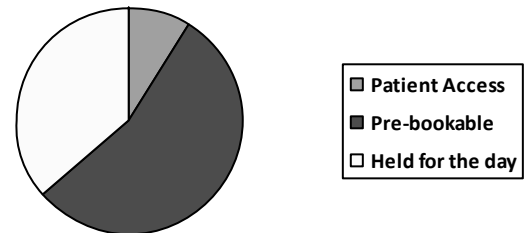
Welcome! To the second edition of the Dr Mixer and Partners Newsletter! We are really excited to introduce and warmly welcome our **new Practice Manager**, Richard Langthorp, who officially started on the 23rd November. We will begin with a few words of introduction:

Seasonal greetings from our new Practice Manager

"I would like to introduce myself as the new Practice Manager. Whilst I have been a Practice Manager in South Yorkshire for 11 years, I will have a lot to learn about The Old Fire Station over the coming weeks and months by observation. The NHS continues to change at an increasing rate and fully meeting the appointment needs and demands of patients is a widespread issue faced by practices. Being able to provide an equitable appointment booking system is always challenging although I will review this in early 2016. I am keen to better understand your views on how the surgery operates and intend seeking your views early next year. Many thanks, Richard."

New Appointment System

As a start, we welcome you to trial our **new appointment system** that we hope takes the *frustration* out of getting an appointment. Per doctor, per morning and per afternoon session, their surgery is divided as below:



There are **two Patient Access** slots per am/pm session available to book online (so get enrolled!), a select number are available for **pre-booking**, and the remainder are **time-locked for call on the day appointments**. Typically on a day with no GP absences, this leaves about 40 appointments to book on the day, 12 appointments booking online and 60 appointments that have potentially been pre-booked, or booked on the day if not.

Getting the right help, first time.

Pressures are building on **A+E departments** and increase *significantly* this time of year when the winter causes disruption and accidents. NHS Wales have discovered recently that patients are using inappropriate services for some ailments, causing more disruption and backlog than ever. It is important that the accident and emergency departments isn't used for only minor injuries or illnesses. It is estimated that around 80% of A&E attendances are not appropriate for A&E, and disadvantage those who *need* urgent medical attention. In the same way it was reported that 50 million visits to the GP annually are spent dealing with minor ailments (coughs/colds) that can be resolved at the Pharmacy. It is for this reason we have devised a **Choose Well plan** on the following page that advises which NHS Health Service would best suit a given situation. By choosing the right healthcare provider, you help the system run smoother by using the **right help, first time**.

PATIENTS WE NEED YOU!



We are a training practice, and occasionally have 1st and 2nd Year students participate and observe in GP Practice.

We are looking for volunteers that are interested in participating in 'Med School'. This involves the GP inviting you to the surgery for the students to observe and ask questions, and greatly prepares them for their studies.

We are looking to create a register of willing volunteers, with mild to chronic conditions, which we can call upon depending on the subject for that week in preparation for Med School Students

**If you would like to volunteer and are willing to be contacted when a relevant topic arises, please leave your name, a list of relevant conditions, email address and telephone number with either a member of staff or with this email
ERYCCG.medschool-ofs@nhs.net**

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)

Stop, Think and Choose Well

By choosing the best service for your injury, illness or condition you will help us provide you with the care you need as quickly as possible. This means getting the right help, first time, and making services available to those who really need them.

Need help for a common illness? Have you considered your Pharmacist?

Every year, millions of us visit our GP with minor health problems that your local pharmacist could resolve. By visiting your pharmacy instead, you could save yourself time and trouble. Pharmacists are highly trained health professionals. They are experts in medicine and can help you decide if you need to see a healthcare professional. Visit your pharmacy for **athletes foot, cold sores, conjunctivitis, dermatitis, constipation, the common cold, cystitis, diarrhoea, eye problems, ear wax, haemorrhoids, hayfever, head lice, mouth ulcers, nappy rash, congestion, teething, threadworms, oral/vaginal thrush, warts and verruca's**. **Worried about cost?** With the minor ailment scheme, if you are eligible for free prescriptions you are eligible to be treated **free on the Minor Ailments Scheme**. Even if you pay for your prescriptions the pharmacist's alternative is often cheaper than your prescription charge!

Unsure? Unwell? Confused and need help?

You need medical help, but it's not a 999 emergency. You think you need an NHS service, but are not sure where is the most appropriate to go. Call 111 also when you need a doctor out-of-hours. The NHS 111 service directs you to the right local service, first time. When you call 111 you will be assessed by fully trained advisers, who will assess your symptoms and direct you to the best place. Calls are free from landlines and mobile phones, it is available 24 hours a day, 365 days a week. **If the NHS 111 team think you need an ambulance, they will send one immediately.**



when it's less urgent than 999

Insect bite? Something in your eye? Broken bones or bad burns?

Rather than go to an A&E department, you can get help from your local minor injuries unit. Minor injuries units can treat sprains, fractures and strains, broken bones, wound infections, minor burns and scalds, rashes, minor head injuries, insect bites, animal bites, minor eye injuries, injuries to the back, shoulder and chest; anything that requires stitches, dressings, casts, antibiotics and anti-inflammatories to mend.

Minor injuries units cannot treat chest pain, breathing difficulties, major injuries, conditions likely to require hospital admission (999 cases), stomach pains, gynaecology problems, pregnancy problems, overdoses, alcohol issues and mental health problems.



Your local minor injuries unit is located at the East Riding Community Hospital in Beverley Tel: 01482 886600

Life threatening? Call 999 or visit A&E

A&E departments are for **serious emergencies only**. It is important we keep it this way so that A&E staff can concentrate on people with serious, life-threatening conditions that are fatal if left waiting. If your injury is not serious, you can get help from a minor injuries unit (MIU), rather than going to an A&E department. Appropriate attendances to A&E include **loss of consciousness, severe fits, persistent/severe chest pains, breathing difficulties, heavy blood loss that cannot be stopped, severe allergic reactions, and severe burns from accidents**. **Call 999 for suspected stroke, suspected heart attack, loss of consciousness, fits that are not stopping, severe chest pain, severe allergic reactions.**



A+E

Your nearest A&E department, should you have to attend, is at Hull Royal Infirmary, call 111 if you are unsure.

Book your next appointment online!

Do you struggle to get an appointment on the day? Maybe you are working or taking your children to school? **We have a solution for you!** You can now book your appointments (or order your prescriptions) online, just visit the front desk with **photo ID** and fill out a **quick form**. From here we can print your unique log-in details. **Please note – there are appointments dedicated to online booking and this doesn't stop you ringing on the day.**

Remember your appointment

PLEASE remember to **attend your appointment**, or **cancel appropriately**. Appointments are *precious* and rather than not attending, by cancelling you are allowing somebody who needs to see a doctor to get *urgent treatment*. With little time to spare the reception team can fit in somebody urgently if a cancellation is made. Call our reception team on **(01482) 862236** if you need to cancel an appointment.

Keeping your contact details up to date

DO we have your correct **contact details** on record? When you change your contact details with us – you change it with the rest of the NHS. We know new technology means a **new telephone number** once in a while (and when moving houses it might be the last thing you think of to **tell your doctor's surgery of your new address**) but will mean we are able to contact you when needed.

Samman Road Patients!

Please refer to the Samman Road flyer to read about the changes that have taken place at Samman Road. These are available in the Samman Road waiting room or behind the desk at the Old Fire Station- just ask a receptionist!

The 24hr Prescription Answerphone

When ordering your prescription via the prescription answerphone, please remember to speak slowly, stating your *name, address and telephone number* and the **names** of individual items required, **along with strength and dosage**. We need the **exact names** of items, not 'my blood pressure tablets' or 'my monthly prescription', and it may save your medication being delayed. Also, the prescription answerphone is **only for repeats**, if it is something you have not had for a while, or you have queries about – please call a receptionist!

Next of Kin Details

Please make sure the Practice has up to date details of your next-of-kin. If your circumstances change and your next-of-kin changes you need to keep us informed.

Caught the cold or flu? Don't ring your GP!

48% of the population visit their doctor expecting antibiotics for cold and flu – it is the most common (but futile) visit to the doctor this time of year. The majority of colds are caused by a *virus*, therefore no matter how long you've had symptoms for, *antibiotics won't help*. Please remember this before calling for a doctor, it is best to buy **over-the-counter** products that ease the symptoms and ride it out in bed!

The NHS Friends and Family Test

It is important for us to have a constant stream of feedback to feed back to the NHS (this is posted on NHS choices website). We are also interested in what you think of us as a service, and highlight areas we can improve. You can help us do this by filling out this tear-off below and posting it in the blue box on the reception desk.

THE NHS FRIENDS AND FAMILY TEST

We would like you to think about your recent experience of our service. How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?

A little bit about you:

1. What age are you?	0-15		55-64	
	16-24		65-74	
	25-34		75-84	
	35-44		85+	
	45-54			

2. Are you?	Male		Female	
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3. Do you consider yourself to have a disability?	Yes		No	
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4. Are you?	The patient	
	The patient or carer	
	The patient and parent/carers	

Ethnicity:

White	Asian/Asian British	Mixed	Black or Black British
British	Indian	White/Black Caribbean	Caribbean
Irish	Pakistani	White/Black African	African
Other White Background	Bangladeshi	White and Asian	Other Black Background
Other	Chinese	Other Mixed Background	
Would rather not say	Other Asian Background		
Anything Else			

Please Turn Over..

Christmas and New Year Opening Times

Please note the surgery is closed on **Christmas Day** (Friday the 25th December) and **Boxing Day** (Saturday the 26th December) and also Monday the 28th December. **We are open on Christmas Eve during usual surgery hours.** If you need a prescription before Christmas you must order on or before **Tuesday the 22nd December.** We also closed on **New Year's Day** (Friday the 1st January 2016). To pick up a prescription on New Year's Eve you must order on or before Tuesday 29th December.

Patient Participation Group 1st Meeting

The **Patient Participation Group** met for the first time on Wednesday 2nd December. Attendee's included Greg Medici, the chairman, our Office Supervisor, Tina, 2 members of the reception team, Dr Gateshill and 5 patients of our practice. While it *began* as an introductory meeting it is safe to say that it thrived into an open and honest discussion between patients and staff. Minutes of items discussed and the Terms of Reference will be published on our website hopefully for the end of December for all to see. We would like to thank everyone that took time out of their day to attend.

Join the conversation – join the PPG!

The **Patient Participation Group** aim is to promote co-operation between the Practice and the Patients to the benefit of both. Membership is open to all patients of Dr Mixer and Partners from both the main surgery and the Samman Road branch surgery. It is *your channel* to express your ideas and help us provide the best service for you. If you are interested in joining those that have already signed up, please pass on your details (contact number, email address and names) to **Richard Langthorp** (Practice Manager)

Communication by text

We are looking to set up a **texting reminder system** for appointments and possibly other reminders within the Practice. We will only be able to use this system if we have your **mobile numbers** and would appreciate if you could provide your current mobile number and advise any future changes. More information will be made available once our new system is installed. You can do this at your *next visit* or you can advise us over the phone.




Smoking Status

It is important for us to have **your up to date smoking status** (even if you don't smoke!). This includes if you have stopped – when did you stop, if you currently smoke – how many per day, if you have never smoked, even if you have replaced your cigarette with an e-cigarette it will be helpful for us when consulting to know.. You can do this at your next visit to the GP.

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 RIDING01482 659471
 MINOR INJURIES (BEVERLEY)01482 336433
 SINGLE POINT OF CONTACT.....01482 301701
 PHYSIO DIRECT.....01377 208300

THE NHS FRIENDS AND FAMILY TEST (continued)

How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?					
Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					

Thinking about your response to this question, what is the main reason why you feel this way?

Thank you for completing the Friends and Family test and providing us with feedback to improve our services. If you DO NOT wish your anonymous comments to be shared then please tick here: