



Dr Mixer & Partners Newsletter

Issue 6: Winter 2016



So this is Winter. And what have we done?

Welcome to the Old Fire Station Winter newsletter. By now most of those eligible will have had their flu vaccination, and while the clinics are over it isn't too late - the remaining few are invited to book with in with the Practice Nurse when convenient. Similarly, we would like to invite over 65's to have the Pneumococcal ("pneumo") vaccination. People over 65 only need a single pneumococcal vaccination in a lifetime, which will protect from infections that may lead to meningitis, septicaemia or pneumonia. It is not given annually like the flu jab, but the procedure is the same and requires an appointment with the Practice Nurse.

Hello – farewell!

Please join us in welcoming Dr Shazabeen Sultana as Dr Alamgir's maternity cover. Dr Sultana's surgery days are Tuesday, Wednesday and Thursday and she will be helping us with home visits also. Dr Alamgir gave birth to a little girl (!) and will be returning to the Practice in June 2017. In the meantime we give thanks to Dr Sultana who will help to share the workload.

We sadly waved goodbye to Dr Nathaniel Aspray who had been training with us in GP Practice these Autumn months. He has been a firm favourite with many of you. Last but not least, please welcome **Gina**, our new Practice Nurse. Gina will be undertaking Practice Nurse work throughout the week, including a new Well Woman Clinic trial on Fridays mornings.

Text Reminders

Hopefully a number of you have started receiving test reminders for appointments. We have been collecting mobile numbers over the last four months; if you think we do not have your current number, please let us know when you next contact us. This should minimise the number of wasted appointments over the course of each week.

Local News – The Proposal for "UCC's"

Some of you may have heard of the "Proposal" for Urgent Care Centres (UCC's) to replace Minor Injuries Units (MIU's) on the coast, and the **formal public consultation** that runs between 25th October 2016 and 17th January 2017. We could not possibly fit all the information into this newsletter, but we can provide to you information of how to access the consultation and ensure your opinions are heard. Please read on for more info.

Your local Breast Screening service

Your local Breast Screening team will soon be operating in our area, inviting women aged 50-70 who are registered with our Practice for routine Breast Screening. All women between 50 and 70 will automatically receive an invitation to come to the Breast Care Unit at Castle Hill Hospital. A research trial is also being done this year to assess the benefits and risks of screening women slightly younger than 50 and older than 70. Some of you aged 47-49 and 71-73 in this area may be sent letters inviting you for screening, more information overleaf.

****Christmas** SURGERY OPENING TIMES**

Fri 23rd December – open as usual

Saturday 24th December - CLOSED

Sunday 25th December - CLOSED

Monday 26th December - CLOSED

Tuesday 27th December – CLOSED

Wednesday 28th December – open as usual

Thursday 29th December – open as usual

****No Surgery at Samman Road on Thursday 29th December****

Friday 30th December – open as usual

Saturday 31st December – CLOSED

Sunday 1st January – CLOSED

Monday 2nd January – CLOSED

Tuesday 3rd January – open as usual

Wednesday 4th January – open as usual



Breast Cancer Screening

Breast Screening. Saving Lives.

The NHS Breast Screening Programme will be operating in our area from January 2017, inviting women aged 50-70 from our Surgery to an appointment for screening at Castle Hill Hospital. The NHS Breast Screening Programme detects 300 cancers in our region each year, and saves 1,400 lives nationally. Screening does this by finding breast cancers at an early stage when they are too small to see or feel.

About Breast Cancer

Breast Cancer starts when cells in the breast begin to grow in an uncontrolled manner and build up to form a lump (tumour). As the cancer grows, cells can spread to other parts of the body and this can be life-threatening. Breast Cancer Screening helps detect the growth before it becomes a further issue.

Your risk of breast cancer increases as you get older, this is why screening commences at 50, however if you notice any changes in your breasts at any age you must report them to your GP for investigations, regardless of if you have a screening appointment in the diary. Most women with breast cancer surprisingly do not have a family history of the disease.

Breast Screening Pilot – Women aged between 47-49 and 71-73

A research trial is also being done in 2017 to assess the benefits and risks of screening women slightly younger than 50 and older than 70. There is a good chance of women aged 47-49 and 71-73 from our practice being invited to the Pilot Study, which is based at Castle Hill and will be a normal Breast Screening Appointment. Where risks and benefits are concerned, the risk may be to treat a cancer that is not life-threatening (ie removing a non-cancerous lump), whereas the benefit may be saving that person's life.

If you are aged 47-49 or over 70 you may wish to opt out of the trial, or if you have not been invited but would like to be screened while the team is in the area, you can email the address below for Hull and East Yorkshire Breast Screening Services.

humberside.bss@hey.nhs.uk

“...Breast Screening invites go out routinely every three years. While age 50 is the starting point many women will not receive an invite until 3 weeks before their 53rd birthday, and this is completely normal. To date the Breast Screening Service have not missed a patient...”

What to Expect

Breast Screening uses an X-ray test called a **mammogram** to check the breast for signs of cancer. When you arrive at the breast screening unit, the staff will check your details and ask you about any breast problems you have had. Mammograms are carried out by women called **mammographers**. You will be asked to undress to the waist, and the mammographers will place your breast onto the mammogram machine and lower a plastic plate onto it to gently flatten it, this keeps the breast still for clear X-rays.

The mammographers will usually take two X-rays of each breast – one from above and one from the side. The whole appointment takes less than half an hour and the X-rays will take less than 6 minutes. Your results will be posted to you within 3 weeks.

Who can I Contact for more information?

Breast Cancer Care- www.breastcancercare.org.uk

Cancer Research UK- www.cruk.org

Local Breast Charity - www.herbreastfriends.org.uk

Humberside Breast Screening (Enquiries about Screening)

Website: www.hey.nhs.uk/hbss

Telephone: 01482 622300

Email: humberside.bss@hey.nhs.uk



The Consultation – and not the GP sort

The ERYCCG (Clinical Commissioning Group) is the Governing Body of GP Practices in the East Riding of Yorkshire. There are 35 GP Practices in our area with a registered population of around 300,000 patients, and our CCG is responsible for financial decisions to that balance the needs of the NHS and the health needs of every GP Practice and individual patient.

Over the last few months, the CCG have been working with a range of clinicians, partner organisations and patient representatives to create an **Urgent Care Strategy** that aims to improve our urgent care services for everybody in the East Riding. Some of the suggested improvements mean **significant changes** may have to happen and the CCG have some important decisions to make before going ahead. This is where the Consultation comes in – the CCG is asking for YOUR views.

The Consultation focuses on the introduction of Urgent Care Centres (UCCs) with consistent opening times, 16 hours a day, 7 days a week and 365 days a year, to replace the current six Minor Injuries Units (MIUs) (Driffield, Bridlington, Hornsea, Beverley, Goole & Withernsea) that are not consistent with each other, do not have the same equipment or opening times, are not sustainable (not always used often), and are difficult to staff. Maintaining six Minor Injuries Units is not sustainable in the long term. Some are accessed by as little as 5-10 people per day. This impacts on staff working here as their skills are not utilised as well as they could be.

The proposal, instead, replaces MIUs with Urgent Care Centres that are fewer in number but more efficient and “joined up” with the other NHS services.

The plan - Close all MIUs and choose one of the following scenarios:

- 1) Create TWO UCCs – One in **Beverley**, one in **Goole**
- 2) Create TWO UCCs – One in **Beverley**, one in **Bridlington**
- 3) Create THREE UCCs – **Bridlington**, **Beverley** and **Goole**
- 4) Create TWO UCCs – One in **Bridlington**, one in **Goole**

It is a difficult balancing act, as many people’s homes in the East Riding of Yorkshire are spread across the countryside, there is no one option that suits all. Other plans detailed in the Consultation include improved ‘Wrap-around’ care (preventing hospital admissions, having the right type of beds available, reducing the pressure on A&E departments) and encouraging NHS 111 calls. The CCG have provided a Consultation Document that provides details about their plans, this can be found at

<http://www.eastridingofyorkshireccg.nhs.uk/urgentcare>

How can I get involved?

The CCG is holding a Formal Consultation between 25th October 2016 and 17th January 2017. After reading the Consultation Document above, the anonymous survey below can be submitted

<https://www.surveymonkey.co.uk/r/ERYUrgentCare>

It is critical that the CCG gets this right, so please get involved and help to decide how to improve the urgent care services for everyone in the East Riding of Yorkshire.

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? Please fill this feedback form out and place in the blue box at the reception desk.

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 | |
|-------------|------|--|--------|--|

| | | | | |
|---|-----|--|----|--|
| 3. Do you consider yourself to have a disability? | Yes | | No | |
|---|-----|--|----|--|

| | | |
|-------------|-------------------------------|--|
| 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..

Are you a Carer?

Please let us know if you are a **carer** (or if you have a **carer**) so we can give you a Carer's Pack, full of information and advice. A carer is anyone who provides unpaid help and support to relative or friend who is seriously ill, disabled or unable to cope alone. For more information, visit: <https://www.gov.uk/carers-uk>

Waste Medicines Campaign

Waste medicines cost the UK taxpayers **up to £800 million a year**. In order to help the NHS reduce waste, please don't stockpile medicines and only order what you need to until the next time you order.

Telephone System

We have encountered a number of telephone issues over recent months. These have been difficult to identify and resolve and most importantly have made it very difficult for patients to get through to the Practice. We are hopeful the majority have now been resolved and would like to apologise for the inconvenience.

Med School

If you would like to volunteer and are willing to be contacted when a relevant topic arises, please email us with your **name** and **contact details**, and a list of mild to chronic conditions that you are happy to discuss with students to; ERYCCG.medschool-ofs@nhs.net

Planning your 2017 holiday?

Let us know **6-8 weeks in advance** if you need any travel vaccinations, to allow our nurses to fit you in conveniently and allow time for the vaccinations to activate.

Patient Group

We are sorry that our patient group meetings have not been possible as proposed over recent months. We will be in touch shortly concerning arranging a January meeting. New members most welcome.

Ordering Prescriptions

You can order your prescription by calling our repeat prescription line on **(01482) 836699** between **10.30-12.30** or **14.30-16.30**. You can order repeat prescriptions via Patient Access (please ask staff for login details) or hand the prescription request in to the Box in reception (either handwritten or from your green 'slip' tick box).



You can ask your **Pharmacist** to order your repeat prescription for you; they can liaise with the surgery and order your repeat prescription on your behalf, collect them, and let you know when they are ready for you to collect.



Alternatively, if the phone-in times are inconvenient for you, you can **email us** your prescription request to

prescriptions.ofs@nhs.net

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: ☐