



Spring 2017

It seems too early to be announcing the Spring 2017 newsletter, but with any month of the year brings its health warnings, whether it's Flu Season or Hayfever Season. Please remember your Pharmacist can assist with most Hayfever queries, and are the first port of call for insect bites that are not severe, often over the counter treatment costs a fraction of the price of the standard prescription charge of £8.70!

Farewell Sister Lyn Cuthbert

After over **30 years of dedicated service** providing the *highest* standard of nursing care to the patients of the Old Fire Station, we are very sad to announce Sister Cuthbert will be retiring at the end of March 2017. We are sure you will join us in wishing her a long and happy retirement and thank her for all her outstanding care and kindness throughout her nursing career. **We will all miss her!**

Farewell Dr Gateshill

After a period of 2 and a half years we are also sad to be saying Goodbye to Dr Gateshill, who will be leaving us on the 31st March. We wish her every success in her future career. **Good luck Dr Gateshill!**

Dr Alamgir Maternity Leave

Thank you so far for Dr Sultana providing her Maternity Cover services; mother and baby have visited the surgery numerous times and are doing really well. We are expecting Dr Alamgir back in Summer 2017.

Bank Holidays to keep in your diary

Protected Time for Learning (PTL)

On **Thursday 6th April** the Surgery will close from 12.00pm as it does annually for PTL, where the telephones will go over to NHS 111 and there will be no surgeries running in the afternoon. Historically the surgery has remained open during PTL for queries, however on this afternoon the surgery will be closed.

Easter Bank Holiday

The Surgery will be closed on **Friday 14th April** and reopen on **Tuesday 18th April**. Remember to order your prescription on the Monday 10th or Tuesday 11th of April if you need it before this extended Weekend.

Mayday Bank Holiday

The Surgery will be closed on **Monday 1st May** for the Mayday Bank Holiday. Remember to order your repeat prescription by **Wednesday 26th April** if you needed it before this Monday.

Spring Bank Holiday

The Surgery will be closed on **Monday 29th May** for the Spring Bank Holiday. Remember to order your prescription by **Wednesday 24th May** if you needed it before this Monday.

Annual Review/Updating Information

We try and undertake annual reviews on patients with long term conditions, such as diabetes, COPD and asthma each year. We normally have a final push in February/March to try and ensure we have a complete record of our patients, hence why you will have been invited recently to come and have your blood pressure checked, or offered smoking cessation advice. Please help us keep your records up to date by responding to our reminders.

Have we got your correct Details?

Please make sure we have your contact details up to date, as we may need to let you know of something with regards to your health. Your GP Surgery is your gateway to the rest of the NHS, so when you change your address and telephone number with us, it is changed across the whole of the NHS, so important departments can get in touch with you i.e. Breast Cancer Screening, Bowel Cancer Screening. It is also particularly important if you have requested an emergency appointment, to ensure we have the right means of getting in touch.

Text Reminder Service

We will also use your mobile number to send you text reminders about appointments, and the option to cancel by replying to the text if you are unable to attend the appointment. This will help to reduce the number of appointments not attended.

DNA Count!

“Did Not Attends” are commonly known within the NHS as “DNA’s” i.e. missed appointments. The Surgery **had 235 DNA’s throughout January and February!** We can usually fill a cancelled appointment with as little as 20 minutes to spare, so please try and **let us know if you are unable to attend**; if you have opted in for text reminders you can cancel by replying to these directly.

Did you know?

Most Pharmacies offer a repeat prescription delivery service, which in most cases is free. This is brilliant for those who not only have mobility issues, but those who have a busy schedule, who work long hours or have children to pick up. NHS Prescription items are delivered to your home, workplace or nominated person, such as a carer, providing they are over 16 years old.

Ask your Pharmacist for details today!

Baby Vaccinations Clinic

We are trialling a new appointment system for the Baby Clinic on a Thursday morning from Thursday 2nd March. The new appointment system will be individual slots from 9.30am every 15 minutes up to 11.45am, rather than the drop-in service we operated before. This is to try and minimise the time mums and babies wait to be seen (we know babies do not like to be kept waiting!).

If you are unable to make the appointment slot allotted to you, and want to come the following week, please be advised to come at the end of the clinic between 11.00am and 11.30pm, as the nurses will have a dedicated list to complete first before seeing the unscheduled vaccinations. As this is a trial it will be subject to change, and we will keep you informed throughout.

Premises Development

We submitted a premises improvement proposal to NHS England in January 2017. We await feedback but are hopeful this will progress later in 2017. This will provide substantially improved facilities if and when completed and we will keep you informed of the progress.

Welcome Helen!

Please join us in welcoming a new face to the reception team, Helen. Our reception team are trained to deal with all varieties of administration queries, but please remember they are not clinical staff and are unable to answer some of the more medical queries that are sometimes asked of them.

Telephones

We have continued to experience telephone issues which have meant that patients have been unable to get through to the Practice. We are continuing to monitor with a view to working around the problem the engineers have been unable to resolve. Please accept our apologies for the inconvenience.



Ordering Prescriptions

(1) Call our repeat prescription line (01482) 883369

The repeat prescription line is open:
between 10.30am – 12.30pm
and between 14.30pm -16.30pm



(2) Sign up to Patient Access

When you sign up to Patient Access, the surgery gives you unique log in details so that you can see your prescription list from the convenience of your smartphone, computer or tablet. From this list you can tick the items you wish to reorder and submit the request online.



(3) Email us on prescriptions.ofs@nhs.net

Where possible please use a separate email per person, and state the person's name, date of birth and address along with the names of the medication and strength required (if applicable).

(4) Your repeat prescription slip

Hand in the back of your prescription paper where there is a tick-list of items that you have on repeat prescription.

(5) Via your Pharmacist

Pharmacies 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.

Patient Participation Group

The **Patient Participation Group** (PPG) aims to promote co-operation between the Practice and the Patients to the benefit of both. It is **your channel** to express your ideas and help us provide the best service for you. We are holding a PPG meeting on Monday 27th March at 6.00pm in the main surgery. Our current members will have already received an invitation to this, but we welcome new members at any time. If you are interested in attending this meeting, please send your name and telephone number to the email address below:

ERYCCG.OFS-PP@nhs.net

Alternatively, if you have a question or an issue you would like the PPG to discuss, please forward your discussion items to the above email or drop a note into reception.

The NHS Friends and Family Test

We are 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 anonymous tear-off below and posting it in the blue box on the reception desk. Without feedback and ideas from service-users, the service will not know how to improve, and any suggestions you may have can improve the experience of others as well as yourself.

Handwritten signature

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 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	
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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	

Your Feedback

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Planning your 2017 holiday?

Many foreign countries require additional layers of protection when visiting that can include vaccinations or preventative medication. Please let us know **6-8 weeks in advance** if you need any travel vaccinations or are unsure, to allow our nurses to book you in and allow time for the vaccinations to activate.

Waste Medicines Campaign

Waste medicines cost the UK taxpayers **up to £800 million a year**. In order to help the NHS reduce waste, don't stockpile medicines and only order what you need to. Remember, many of the items you can get on prescription are available to buy. The generic supermarket brand Paracetamol 500mg are the same as the ones given on prescription, but price is significantly difference.

Med School

Our Practice is a **Training Practice**, and occasionally we will have medical students spend time with our GP's to learn more about General Practice and in treating particular conditions. When a topic is announced it can be a scramble to find patients who are willing to be seen by the GP and medical students at short notice. The consultation usually involves being treated by the GP, and answering any questions the students might have following the consultation.

If you have the time and are willing to volunteer, please email us with your **name** and **contact details**, with details of mild to chronic conditions that you are happy to discuss with students;

eryccg.medschool-ofs@nhs.net

Patient Access



Tips on registering with Patient Access:

- 1) Complete and sign the registration form at reception
- 2) Provide photo ID for reception to photocopy
- 3) Register with your unique login details presented to you

Follow these three steps to book appointments online and order repeated prescriptions conveniently.

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 **Carers 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. Visit: <https://www.gov.uk/carers-uk>

The Shingles Vaccination

If we have sent you a letter to invite you for a Shingles or Pneumococcal Vaccination, please reply to us either by making an appointment or by declining the invitation so we can keep a complete record of your health.

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

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: