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*The Old Fire Station, Albert Terrace, Beverley, HU17 8JW*

**Issue 9: Summer 2019**

**The Old Fire Station Newsletter**



**Parking**  [](https://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=2ahUKEwi08emKspbjAhULmhQKHaV_C-gQjRx6BAgBEAU&url=https://project-tideas.com/house-builder-guy-safety-clipart.html&psig=AOvVaw13oJ9qFZZ-pS829IpxLR4f&ust=1562162219635042)

Sadly the patient car park will be closed from the end of June, initially to allow the builders to set up for deliveries, access etc and to allow them to work and keep patients, pedestrians and staff safe from the site workings. We will try and provide limited parking as we are able to but expect restrictions to remain in place until the work is fully completed. The initial work starts with the installation of retractable bollards at the entrance to the patient and staff car parks. These have primarily been installed to allow effective management of car parking during the build and wouldn’t expect them to be routinely used once the work is completed although there will be times when they are; for example seasonal flu clinics. We did have a patient attending an evening clinic recently who was unable to park in the patient car park due to being full of local residents; please try and work with us over parking…..

**Patient Participation Group**🕬We have deferred our Patient Group meeting longer than expected due to the imminent building project but are hoping to have a meeting before the end of July – it is likely to be a Monday evening around 6.00-6.30. We will be contacting our existing members but if you are interested in attending please leave your details at Reception or email [ERYCCG.OFS-PP@nhs.net](mailto:ERYCCG.OFS-PP@nhs.net). The main topic for discussion will be the Premises work but will look at a few other items too – please let us have any discussion items by email or to reception.

**Premises improvement**  [](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&ved=2ahUKEwjqmOKkspbjAhVyA2MBHbl1AzUQjRx6BAgBEAU&url=http://clipartportal.com/free-builder-clipart-5/&psig=AOvVaw13oJ9qFZZ-pS829IpxLR4f&ust=1562162219635042)

After over 4 years in the planning we are finally starting work at the end of June. The first task is to apologise in advance for the disruption both within the surgery and in particular concerning car parking.

What are we having done? There will be a new entrance, new patient toilet facilities, two new clinical rooms, full refurbishment of our two existing nurse rooms, updated waiting room and front desk…plus more behind the scene including new heating and lighting.

The project is expected to be completed before Christmas and will be undertaken in distinct phases; the first being the entrance, toilets and new clinical room, second being the two existing nurse rooms and new GP room and the third being everything else.

Unfortunately we will be having to close off the patient entrance door from the beginning of July for around 2 months and using our side door on Albert Terrace. We will put temporary signs in place but please take care when entering – we have a ramp but there is a small lip on the door step.

Please note that Spinks Pharmacy **WILL** continue to operate normally during the work and will be accessible (as will the annexe for bloods, baby clinic and phototherapy) through the old car entrance area. We are advised that Spinks will be providing additional delivery services – please ask them for further information.

***Regular Opening Hours***

***(Please remember we will be closed Bank Holiday Monday 26 August)***

**Monday 08.00 – 18.00  
Tuesday 08.00 – 18.00**

**Wednesday 08.00 – 18.00  
(Please note we close weekly for training   
on WEDNESDAYS between 12.45 – 14.00)  
Thursday 08.00 – 18.00  
Friday 08.00 – 18.00**



***Planning your winter 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.

***You do not need to phone for prescriptions!!***

Ordering by email is quick, easy and can be done 24/7 at your convenience, no more hanging on the telephone! Simply email us at [prescriptions.ofs@nhs.net](mailto:prescriptions.ofs@nhs.net) with your name, D.O.B and the name of the medications you wish to order. Prescriptions will be ready to collect at reception in 48 working hours as usual. Please allow an extra 24 hours if you collect direct from a pharmacy.

***✓ Batch Prescribing***

If you have regular repeated medicines, you can ask your Pharmacy to be put on “*batch-prescribing*” where your Pharmacy can request up to 6 months of your medication to be released monthly for you to pick up from them, ready packed!

***✓ Patient Access***

With our online system **Patient Access**, you can book your appointments ahead and also order your repeat prescriptions through the clinical system. **All of our routine GP appointments are available through Patient Access**. To gain access, just ask at reception to fill out a quick form and bring photo ID for them to print your log in details for you.

***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. Remember, many of the items you can get on prescription are available to buy. Medication/drugs are ***not*** free and money spent here will impact on services elsewhere within the NHS.

**Text Reminder Service >>> 🖂**

We can 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!**

***Between April and June***

***All of these appointments were wasted!***

**GP – 89 appointments**

**Practice Nurse – 124 appointments**

**Phlebotomist – 118 appointments**

Please **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.

**Staff changes**

Sadly we have a few leavers top report. Dr Thomson left us in June after being with us for almost 3 years including conclusion of her GP training. Whilst we have organised temporary cover we will advise once a permanent solution is in place.

In addition, our long standing, excellent and popular nursing team will also be seeing changes during the summer. Diane (Sister Smeeton) will be very sad to leave at the end of July after 18 happy years at the Old Fire Station and would like to send her best wishes for the future to all her regular patients. On a happy note a year of exciting world travel lies ahead for her as she embarks on a midlife crisis gap-year! Sadly Liz (Sister Jordan) will also be leaving after 11 years at the Old Fire Station to pursue her nursing career elsewhere and also wishes to her regulars well too.

Replacing 29 years of experience in our Practice will not be easy although we expect to have a solution agreed and in place before the Autumn. In the meantime we may have to limit some non-essential services to ensure urgent/immediate clinical needs can be met but we will update you as soon as we are able. In view of the aforementioned building work this may provide some opportunity for fast-tracking premises work but would again ask you bear with us.

**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 or test results. 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. It is also particularly important if you have requested an ***emergency appointment*** to ensure we have the right means of getting in touch.

**Medical 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. If you would like to volunteer to be seen with medical students, and are willing to be contacted when a relevant topic arises, please email us with your **name** and **contact details**, and a list of conditions that you are happy to discuss with the students to [ERYCCG.medschool-ofs@nhs.net](mailto:ERYCCG.medschool-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 RIDING ………….01482 659471

SINGLE POINT OF CONTACT…………….01482 301701

PHYSIO DIRECT……………………….………01377 208300