



The Old Fire Station Newsletter

Issue 21: Autumn 2022



News From the Practice Manager.

Rosie - Our popular rocking horse is back and she isn't looking too bad for 37 years old after a little pamper session recently. We hope you all enjoy having her back in our waiting room!

Queuing for appointments – There are a lot of media myths out there which don't always reflect reality. We have started to see a small number of patients queuing first thing in a morning to make an appointment. Why? Our appointment availability is generally very good unless we have unplanned absences, meaning that anyone calling is very likely to be able to speak with a doctor on the day if they ring by mid-morning, quite often it may be lunchtime and on rare occasions we have unused appointments on the day. Why? We tend to have 5 staff answering the phone to make appointments from 8.00 each morning, so yes, we may be engaged at 8.00-8.30 whilst answering other calls, so why not try leaving until 8.30-9.00? Why? Living within a very short distance of the Old Fire Station means it may be easier to visit but other than that there shouldn't be any genuine need to camp on the doorstep for 8.00 in the belief this is the only way to get an appointment. Please try it and see....

Building update – We have started our second and final phase of premises improvement work at the Old Fire Station which incorporates an upgrade to the doctors consulting rooms, enhancements to the rooms at the rear of the site to enable seeing additional patients and a full upgrade to the annexe building. We expect these to be complete by the end of the year and are phasing works in an attempt to minimise disruption.

Samman Road – Some of you may have noticed that our Samman Road branch surgery has been closed since Covid struck in March 2020. With a heavy heart we have applied to formally close the site which isn't able to meet current expectations for delivering General Practice from. We are able to offer more appointments at the Old Fire Station with the same Doctors in a far higher standard of premises and provide associated support and diagnostic services which are not available at Samman Road.

New Patients - Finally, we remain open for new patients and if you like our service, please feel free to recommend to your friends and family who live in our local catchment area of Beverley and the local villages. If in doubt please ask.

ARE YOU STRUGGLING WITH THE COST OF LIVING CRISIS?

Did you know that you may be eligible for a referral to the local Food Bank.

Their website has some really useful information and can be found at www.eastyorkshire.foodbank.org.uk

To get a referral please call the Cherry Tree Community Centre on **01482 871993**. If you are eligible, they will organise a referral for you. The adviser will ask you some questions about your income and needs. They can also check if you should be getting any benefits you are not currently claiming and can offer advice about coping with budgeting, fuel bills, debts, and urgent housing problems.

If eligible you will be issued with a voucher and will be given details of collection points in Beverley.

Food bank referrals can also be made via the social prescriber, Health Visitors, Social Workers and the DWP. Please ask at reception for details of how to make an appointment with our social prescriber.

You can also ask for a referral from an organisation that is already supporting you - for example, a charity, school, or children's centre.

Regular Opening Hours

Monday 08.00 – 18.00

Tuesday 08.00 – 18.00

Wednesday 08.00 – 12.45

12.45-18.00 (Due to staff training)

Thursday 08.00 – 18.00

Friday 08.00 – 18.00

Drs, G Williams, S Carruthers, D Norgate, A Alamgir, C Kelly, A Yousaf. Tel 01482 862236.

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

Patient Participation Group

We have deferred our Patient Group meeting longer than expected due to Covid and the building project but we would ideally like to have a meeting in the late Summer. 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.

Good News

We are delighted to welcome Dr Ayesha Yousaf back to The Old Fire Station Team. Dr Yousaf completed her GP training with us in 2021 and has now returned to work with us as a permanent GP.

COVID and flu CLINICS – At the time of writing we are expecting to be delivering both seasonal flu and Covid vaccinations to our over 65 age group and those patients with long term conditions we have traditionally vaccinated for many years. Unfortunately, we do not have the capacity to offer these vaccinations to our general 50-64 patients who we recommend organising their vaccines through local pharmacies or the National Booking Service for Covid. We will invite our highest risk patients once both vaccine deliveries are confirmed which is expected to be toward on or around 1 October. We will contact you when we have vaccines available and would ask that you wait to be contacted or listen to any pre-recorded message updates, please rather than calling to speak with a staff member.

Self-Referral Services

On some occasions you can refer directly to a service provider if you are confident it is the service you need.

Stop Smoking – City Health Care Partnership

Ready to stop smoking? For free one-to-one or group advice:

CALL **0800 915 59 59** or text **QUIT** to 61825*

*Normal network rates apply

www.readytostopsmoking.co.uk

Alcohol & Drugs services

01482 336675 – self referral 9am – 5pm.

Adult Mental Health Services

24 Hour self-referral inc. crisis team

01482 301701

Child & Adolescent Mental Health Services

01482 303810 9am – 5pm for self-referral

01482 301701 – Option 1

5pm – 9am – out of hours crisis team.

Domestic Violence Adult Services

01482 396330

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 with your full name, D.O.B and the name of the medications you wish to order. So long as you include details of the pharmacy you wish to collect your Prescriptions from, we normally process requests within 3 working days although some pharmacies also ask for up to a week to make up and check your prescription after they have received it. If you are technologically challenged, consider asking a friend or relative to do this for you. Ideally email a week before your medication is due.

Did you know that if you need to order emergency supplies of medications whilst on holiday or working away you can ask for a one-off prescription to be sent to your chosen destination? All we need is the name and postcode of the pharmacy.

✓ Patient Access

With our online system **Patient Access**, you can book your appointments although due to NHS guidance we are currently only able to offer GP Telephone Triage appointments. You can also order your repeat prescriptions through the clinical system. To register please fill in the form available at reception. We will need to see valid photo ID before we can activate your account.

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. Please ensure that we have an up-to-date mobile contact number.

Social media.

The Old Fire Station are now active on social media; check out our face book page, like and follow us for the latest news and advice.



USEFUL NUMBERS

OLD FIRE STATION.....	01482 862236
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
PHYSIO DIRECT.....	01377 208300