The Old Fire Station Newsletter 

 **Issue 23: Spring 2023**



**Spring 2023**

**Building work update**

Our building work is continuing and the ‘Flat’ as we call it at the rear of the building now has two clinical rooms which we are using when needed whilst the Annexe work continues. The Annexe will look radically different when it is available before Easter.

The GP Consulting rooms are also receiving a makeover so hopefully you will see the benefits by Easter too.

In the meantime, please bear with us in respect of car parking, workmen, dirt and noise.

**Patient Group**

We are looking to raise the profile of the patient Group with our next meeting scheduled for the end of February; after that we would like to run them periodically through the year. We are keen to attract new members with a view to discussing ideas you may have for improving our Practice.

**Appointment Access**

There are lots of horror stories in the press and anecdotally, as to patients inability to book appointments to receive the medical care they need. Whilst acknowledging we can never have unlimited appointments to offer patients, we do appear to generally be able to meet most patients needs most of the time. We work toward offering patients the ability to be consulted on the same day rather than push forward several days or weeks or, even direct patients on to 111 or the local Urgent Care Centre.

Whilst we are reviewing the release of our appointments, our current system means that almost all GP appointment are released at 8.00 each morning enabling patients equal opportunity to book these whether that be by phone or online (all GP routine appointments should be available on line) and when they have gone, they have gone for the day. On a typical day it is unlikely that they would all go before 9.30 but can extend toward lunchtime on other days.

We do make small numbers of pre-bookable and Face to Face appointments available.

We will be looking to continue with our Telephone Triage system for the foreseeable future as this appears to serve the majority of our patients well, patients called in when clinically needed, generally on the same day or next if more convenient.

***Bank Holidays to keep in your diary***

***Easter Bank Holiday***

The Surgery will be closed on **Friday 7th April** and reopen on **Tuesday 11th April**.

***Mayday Bank Holiday***

The Surgery will be closed on **Monday 1st May** for the May Day Bank Holiday.

***Bank Holiday for the Coronation of King Charles III***

THE SURGERY is expected to be closed **Monday 8th May.**

***Spring Bank Holiday***

The Surgery will be closed on **Monday 29th May** for the Spring Bank Holiday.

**PLEASE REMEMBER TO ORDER YOUR PRESCRIPTIONS ONE WEEK BEFORE YOU NEED TO COLLECT THEM.**

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***Regular Opening Hours***

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

**Wednesday 08.00 – 20.00
(Please note we close weekly for training
on WEDNESDAYS between 12.45 – 14.00)
Thursday 08.00 – 20.00
Friday 08.00 – 18.00**

 *Drs; G Williams, S Carruthers, D Norgate, A Alamgir, C Kelly, A Yousaf. Tel 01482 862236. Fax 01482 861863*

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

***CERVICAL SCREENING SAVES LIVES***

The aim ofthe NHS cervical screening programme, which commences at age 24, is to reduce the number of women who develop cervical cancer and the number of women who die from the condition. Alarmingly there seems to be an increasing amount of women who are not attending for cervical smears when they receive a letter to attend. We would like to address this issue at our practice as early detection and treatment of cervical cancer can save lives. If you have received an invite and are anxious about attending, please contact the surgery and one of our friendly nursing team will be more than happy to discuss the procedure with you in private and address any of your concerns.

**PLEASE PLEASE PLEASE DO NOT IGNORE YOUR INVITE TO ATTEND.**

**PRESCRIPTIONS**.

Please remember to order your medication in good time; whilst there may always be circumstances when urgent requests may be needed, we tend to find urgent requests being made by the same patients each month. We will try and accommodate genuinely urgent requests the same day, otherwise these may be processed within 48 working hours. You will need to allow time for your chosen pharmacy to get your medication ready**. Ideally you should be ordering repeat medication one week before you run out.**

The prescription line is only open between 10.00am and 12.30pm Monday to Friday, and is always extremely busy. Please consider alternatives such as Email, on-line via patient access or the NHS app or by posting a note in our black mailbox outside the main entrance. The email address for reordering your prescription is prescriptions.ofs@nhs.net. Fast and easy, no ringing, no queueing! Please include full name, Date of Birth and the names of your required medications.



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**SPRING FEVER!**

As the (hopefully) better weather approaches seasonal problems such as hay fever begin to take effect; please remember your pharmacist can assist with most hay fever queries and should be 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 **£9.35** per item.

**ONLINE ACCESS**

***Did you know that all our GP appointments, released on the day at 8.00am are now bookable online***. We realise that not everyone finds it easy to use the phone during working hours, whilst commuting or the school run. This means you will now have easy online access at 8.00am prompt to book appointments **on the day**.

If you wish to register for online access, please bring photo I.D. and complete the application form available at our reception. (Over 18’s only).

You can also download the NHS App on your smart phone and use it to book appointments and reorder repeat medications. You do not need to visit the surgery or fill in any forms to do this, simply download the app and follow the instructions you are given.

***Have we got your correct Details?***

Pleasemake sure we have your contact details up to date, as there may come a time when we need to contact you urgently. Your GP Surgery is your gateway to the rest of the NHS, so when you change your address and home telephone/mobile number/Email with us, your contact details are updated across the whole of the NHS. This prevents important appointments from being missed.

**Community Link Workers**

Often there are times when we have issues which may affect our health, confidence, financial situation, or personal relationships. Community Link workers are here to offer support and can also help you with your mental health wellbeing and arrange for you to access 1:1 support.

Community Link workers are based in surgeries and are available to help over 18’s with social, emotional, and practical needs. You can be referred to a community link worker by your medical professional or hospital discharge team.

You can also self-refer to this service by calling 0800 9177752

For more information visit their website

**www.nhs-health-trainers.co.uk**