

# Scott Road Newsletter



Autumn 2014



Scott Road  
Medical Centre

[www.scottroad.org.uk](http://www.scottroad.org.uk)

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## Flu Vaccination



The season when flu starts to circulate is now upon us so it is really important if you are at risk to get yourself vaccinated.

We have already vaccinated over **1700** people, **1152** at our special flu day on 11<sup>th</sup> October.

If you have not yet had your vaccine and you are eligible for one then please contact Reception to make an appointment.

Eligible patients are: over 65 years old, pregnant, aged 2-4, and anyone with a chronic disease such as diabetes, chronic lung disease, chronic heart disease, chronic liver or kidney disease, lowered immunity, chronic neurological disease.

Flu can make you feel very poorly but most healthy people will not need to see a doctor and will not suffer complications. The people that we recommend the vaccination for are those for whom there would be a much higher risk of complications if they got flu.

## Fluencz Vaccinations

Last year we started vaccinating children aged 2 and 3. This was using a nasal spray called **fluencz** rather than an injection. This year the age group for fluencz has been extended to 2-4 year olds. The fluencz nasal spray is also given to patients aged 2-17 who have a chronic illness. We have given 218 fluencz vaccination this year.

This year our area has been selected to trial fluencz for children in school year 7 and 8. If the trial is successful in reducing the transmission of flu then it will be offered to a wider range of school-aged children next year. .

## Flu Invitations

This year we invited 1,351 patients for their flu vaccinations by sending a text message instead of the letter we have sent in the past. Text messages from our clinical system are free of charge so this was quite a money saver. If you would prefer to get your invitation by SMS next year please make sure that our Reception staff have your mobile phone number.



## Friends and Family Test

From December 1st all GP surgeries will offer patients the opportunity to give feedback about their experiences at the surgery, whether with a clinician or any member of staff. The feedback is given in a very particular way and is referred to as the Friends and Family Test. The same feedback system has been in place in hospitals for a number of years – perhaps you have already been asked to complete a form if you have been to a hospital recently?



The feedback is very simple ... you will be asked two questions:

1. How likely are you to recommend our services to friends and family if they needed similar care or treatment?  
Extremely likely/Likely/Neither likely or unlikely/Unlikely/Extremely unlikely/Don't know
2. Please let us know the main reason you have chosen the answer above

The results of question 1 will be combined with all others received and fed back to NHS England for national publication as well as being published in the practice.

The results of the second question are NOT fed back to NHS England and will only be published within the practice if you agree to this.

The answers to both questions will be used to help us learn what really matters to patients and to help us improve our services.

### How can you give your feedback?

Complete a card – these will be in the waiting rooms, available from reception or ask for one from a doctor or nurse.

Post your form in one of the boxes in a waiting room or by the reception desk.

Go on to our website ([www.scottroad.org.uk](http://www.scottroad.org.uk)) and complete a form online.

You won't be asked to complete a form every time you have some interaction with the practice but you need to be aware that you have the option to do so if you want to. We really value feedback both positive and negative. Tell us what you like and what you don't and we will do our best to build on the good things and improve those that need improving.

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## Cancelling Appointments



We now have an email address that is only for cancelling an appointment. There is a link to this address on our web site, and the email address is:

**scottroad.apptcancel@nhs.net**

This can be used if you do not have access to SystmOnline, but SystmOnline can still be used to cancel an appointment if you prefer to do it that way.

When you send an email to cancel your appointment please include the following

- Your Name
- Appointment date and time
- The name of the clinician you were to see.

Please note that the email address must ONLY be used to cancel appointments and must not be used for any other correspondence.

## Staff Changes



We have had a number of changes in personnel in the practice recently. Dr Phil Underwood has moved over to the Lake District to be nearer his extended family.

Dr Renny Lord has 'retired' after more than 20 years at Scott Road. He has taken a 2 year post in Darwin, Australia working as a GP and an Occupational Health doctor.

Another long standing colleague, Julia Precious (Nurse Manager) has left primary care for a new direction in the regional Sexual Health Team. Her post has been filled by Linda Hoop who has been with the practice for 15 years.

Another Nurse, Pauline Holmes, has been tempted to a newly created post of Advanced Nurse Practitioner with the very large Priory Medical Practice in York.

We wish all of our colleagues well in their new lives.



A successful recruitment campaign has brought two new nurses to the practice: Julie Cale, who works full time as a Nurse Prescriber/Minor Illness Nurse and Deborah Humble who works two days a week as a Minor Illness/Practice Nurse.

Dr Ruth Walker returned to work in August following the birth of her second child. Dr Jonathan Hagan who had been covering for her during her absence has stayed on with the practice and all the patients who were previously cared for by Dr Underwood have been moved to Dr Hagan.

We are currently recruiting a new GP to replace Dr Lord but with no success so far. You may have read in the press that there is a shortage of General Practitioners. Dr Lord's patients have been shared among all remaining Doctors until we are able to find a replacement. If you were Dr Lord's patient and want to know who your new GP is please ask at reception. Remember though, you can choose to see whichever doctor you wish.

Whilst we search for a replacement for Dr Lord we have been fortunate to be able to get support from a number of locum GPs – Dr Siang Lim, who generally works Fridays, Dr Sharan Pobbathi who is working Mondays and Dr Shahab Hussain who will work 3 days a week from January 15 as well as some ad hoc days between now and then.

## Electronic Prescribing

You no longer need to come to Reception to get your prescription and then take it to a pharmacy to get your medication.

You can now nominate a pharmacy of your choice where you can collect your medication with minimal waiting. The pharmacy can be any pharmacy that supports the Electronic Prescribing Service (EPS), and they will have an EPS symbol on display. So for example, if you work in York you could nominate a pharmacy in York then when we issue your repeat prescription it will be sent electronically to your nominated pharmacy and your medication will be ready to collect within the usual 2 days.

Please note that some medications cannot be sent by EPS, so some patients will not be able to use this service.



## Your Summary Record Online

If you already use SystmOnline to book appointments and order repeat medication you can now also see a summary of your medical record.

This shows any allergies you might have, any acute medication prescribed and any repeat prescriptions you have had.

If you do not already have access to this service ask at Reception next time you are in the surgery. You will need to show some ID, and will be given a letter with details of how to log on to SystmOnline. Or why not ask your GP or nurse to print this for you when you next have an appointment with them? You will not need ID in with your GP or nurse as they know you are the patient.

### My Summary Patient Record

#### Allergies and Sensitivities

Start Date	End Date	Description	Supporting Info
03 Nov 2011		Combined oral contraceptive allergy	

#### Acute Medication (issued in the last 12 months)

Date	Medication Item	Dosage	Quantity
Prescribed: 19 Aug 2014	Ibuprofen 400mg tablets	take one 3 times/day	24 tablet
Prescribed: 01 Nov 2013	Trimepraprim 200mg tablets	take one twice daily	14 tablet

#### Current Repeat Medication

Date	Medication Item	Dosage	Quantity
Last Issued: 23 Jul 2014	Metformin 500mg tablets	take one 3 times/day	210 tablet
Last Issued: 23 Jul 2014	Paracetamol 500mg tablets	take 1 or 2 4 times/day	32 tablet

