



**Scott Road
Medical Centre**

Scott Road PPG Newsletter

Autumn 2016



Important!

**Change to practice
telephone number**

01757 211 750

Flu Vaccinations

Inside this issue:

Flu vaccinations	1
Change to telephone number	1
PPG	2
Dr Paul Docherty & Dr Caroline Docherty	2
A message from the practice team	3
Clinicians usual working	3
Cancer screening	4
SSAFA	4
Meet Dr Caroline Bowey	5
A day in the life of a medical receptionist	5
FAQ folder	6
Staff changes	6
Get the right care first time	6
Widening participation	7
Winter ailments	7
Medicines for self care	7
When we are closed	8
Friends & Family test	8

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

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, or chronic neurological disease.

Everyone who is eligible and aged over 18 will be invited by letter or SMS to attend a flu clinic

Please support your practice funding by having your flu jab here.

Those under 18 will receive their invitations once the flu nasal spray becomes available.

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.

SCOTT ROAD MEDICAL CENTRE

Change to Telephone Number

On **Thursday 29th September** our telephone number changed to

01757 211750

Our telephone system has been upgraded and we have moved away from the current system which is hosted by York Hospital. This means that we have to change our number and we have been allocated the above local Selby number.

The new system should provide patients with an improved calling experience and will include an indication of queuing status when the lines are busy.

We will do everything we can to make sure the changeover goes as smoothly as possible, however please bear with us as there may be some teething problems which we may need to iron out.

Patient Participation Group



We are a group of people who are patients at Scott Road Medical Centre and we usually meet approximately 4-6 times a year.

We hold meetings which alternate between lunchtime and evening.

- We represent the patients at Scott Road Medical Centre
- Develop Questionnaires to find out your views
- Review patient comments/Friends & Family Feedback and work with the Practice Team to make improvements
- Produce the PPG Practice Newsletter
- Help patients on flu vaccination day

Finally we are always looking out for **New Members** to join this group.

If you are interested in joining, just hand your details in at reception.

Pamela Holden Burnett

Chair of the Patient Participation Group

A message from Paul & Caroline Docherty

To all of the patients at Scott Road

We would like to say a short farewell. We are leaving at the end of September after 22 years of working at Scott Road. We'd been finishing our GP training in Leeds in 1993 and Selby was a town we knew from bike rides - living in the city in Leeds at the time, we enjoyed the quieter roads and lanes of Selby and the surrounding area. When a job came up at Scott Road, we knew we just had to apply. Those of you who've been with the practice a long time will know that we job-shared while bringing up our children... so we shared a room, shared a medical bag and shared many patients. We joined a practice which felt like a family and had its own ethos and character since Ian Lewis and Roger Kaufman set it up in a Portakabin on Flaxley Road. It has always had a brilliant dedicated team of staff.

It's undoubtedly been a roller-coaster ride for the NHS since then. We've experienced periods of very low funding interspersed with short periods when the government of the day realised that they'd better support general practice or the whole NHS would be at risk. Sadly we leave when the NHS is going through very difficult times once more.

What memories over these years!... the once thriving coalfield, the floods of 2000 which brought out the best in Selby as everyone supported each other, the bypass being built, many Great Selby Bike Rides and a new Community Hospital being built. Most of all we have enjoyed helping and looking after patients.

So many characters, so many fantastic people and what a privilege to share some of the health related highs and lows of your lives. We have now seen people we remember as babies have their own children. All along, being a GP has changed enormously with ever more targets, policies, protocols and regulations these days but it's surely the individuals we remember. Please accept our apologies if we didn't say goodbye to you personally.

Of course the practice has always been changing and will need to continue to change. Demand remains very high and it has been getting more difficult to do what is required in 10-minute appointments as we're sure many of you realise.

So we move on to pastures new. In doing so, we send you all our very best wishes. We hope we helped many of you along the way. Please support our practice and the staff. They are working harder than ever in difficult times and with your support will ensure that you get the care you need.

With very best wishes for the future.

Paul and Caroline Docherty

A message from the practice team...

Do we have your up to date mobile number and email address?



The NHS is moving more to electronic communication and in line with this we are developing different ways of communicating with you, so we need to make sure we have your current contact details held on our records.

We may soon, rather than writing a letter, start to advise patients to make a telephone call/appointment to discuss their test results by **SMS or text communication** if follow up is needed.

To help us with this, please let us know your current mobile number. If you are happy for us to contact you occasionally by email too, please provide your email address.

Please speak to a team member or tell us when you see us. You can also update your contact details from our website.

GP Usual Working Days



We thought patients would appreciate knowing the doctors usual working days.

Dr Mary Clatworthy	Tuesday and Wednesday
Dr Kath Hodkin	Monday, Tuesday and Friday
Dr Ruth Walker	Tuesday, Thursday and Friday
Dr Anna Hammond	All day Wednesday and Thursday morning
Dr Vanessa Martin	Monday, Wednesday and Thursday
Dr Gill Kirkman	Monday and Thursday
Dr Jonathan Hagan	Tuesday, Thursday and Friday
Dr Alena Billingsley	Monday, Wednesday and Friday
Dr Caroline Bowey	Monday, Wednesday and Friday
Dr Mike Jobling	Monday, Tuesday, Wednesday & Thursday

Please remember that at times our GP Partners have to swap days to accommodate meetings.

Dr Anna Hammond also work at the Hull York Medical School and occasionally swap days to accommodate their commitments there.

Nurse Usual Working Days

Linda Hoop (Prescribing Nurse) Monday, Tuesday, Wednesday and Thursday
Elaine Harrison (Prescribing Nurse) Wednesday, Thursday and Friday
Sarah Asquith (Prescribing Nurse) Monday and Tuesday
Emma Smith (Practice Nurse & Family Planning) Monday, Thursday and Friday morning
Sarah Richards (Practice Nurse & Family Planning) Tuesday, Wednesday & Friday
Jan Harrison (Practice Nurse) Monday, Tuesday, Wednesday and Thursday
Ruth Simpson (Health Care Assistant) Monday and Thursday

Receive future Newsletters by email



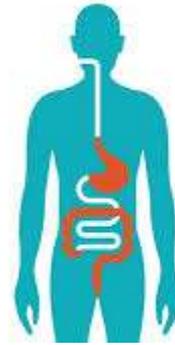
If you would like future copies of the Newsletter emailing to you, please register your details on the Practice website www.scottroad.org.uk

Bowel Cancer Screening

Bowel Cancer is the fourth most common cancer in the UK after breast, lung and prostate cancers.

It affects both men and women and the risk increases with age. When bowel cancer is diagnosed at the earliest stage, more than 9 in 10 people will survive the disease for more than 5 years.

Bowel cancer screening is used to check for early signs of bowel cancer by looking for hidden traces of blood in your poo. The national bowel screening programme targets men and women aged between 60 and 74. They are offered screening every two years and will receive their screening kit through the post to use at home. Samples are then sent away for testing. If you are older than 74 you won't be sent a kit but you can still take part in bowel cancer screening. To request a free kit call Freephone 0800 707 6060



Cervical Screening



Cervical Cancer
Awareness

Cervical cancer is the most common cancer in woman under 35 in the UK, but can affect woman of any age.

Screening is for women who don't have any symptoms. Cervical screening (which many know as a 'smear test') can help prevent cancer by finding abnormal cells in the cervix before they can develop into cancer.

Women aged between 25 and 49 are offered screening ever 3 years

Women aged 49 to 64 are invited every 5 years.

If you receive an invitation in the post please contact the surgery and arrange an appointment with the practice nurse. Please advise the receptionist what the appointment is for so that it can be made with an appropriate nurse.

SSAFA

Many H.M. Forces veterans may be unaware that they are possibly eligible for assistance from SSAFA (Soldiers, Sailors, Airmen & Families Association). SSAFA is the oldest forces charity in the UK. It helps both servicing and ex Servicemen and women and their families.

SSAFA can assist in obtaining funds from various charities. Help can be sought from priority debts, such as rent, council tax arrears and utility bills. They also undertake assessments for eligible parties requiring mobility scooters, essential repairs to homes and obtaining certain household goods where there is an identified need.

SSAFA works in conjunction with The Royal British Legion, The Army Benevolent Fund, The Royal Navy Benevolent Fund and the Royal Air Force Benevolent Fund, as well as Regimental charities and civilian charities.

The York and Selby Division provide trained caseworkers to visit and assess a client's needs, prepare a report and submit it to the relevant charities. Please note that SSAFA are unable to give debt counselling advice, but will signpost clients to the appropriate agencies who specialise in this.

Contact details are :-

SSAFA
York and Selby Division
Building 63A, Queen Elixabeth Barracks
Strensall
York YO32 5SW
Tel : 01904 499 597 Divsecinyork@aol.co.uk



Introducing Dr Caroline Bowey

Thank you to everyone I have already met for making me feel very welcome at Scott Road. I joined Scott Road Medical Centre at the beginning of August after training and working in the North East for several years, most recently as a GP in Bishop Auckland, County Durham. I chose to move back to Yorkshire to be closer to friends and family I have in the region. Outside of medicine I enjoy outdoor pursuits especially walking (usually accompanied by a dog and small child) and travelling. I'm looking forward to getting to know the practice and its patients in more depth over the coming months.



A morning in the life of a Medical Receptionist by Elizabeth

I arrive for my 8am reception desk shift at 7.45am. My first challenge is to log onto my computer – we have 4 different passwords & log-ins to remember for the various programmes that we use!

At 7.55am we open the surgery door and patients begin coming in to front desk to book, change, cancel or check in for their appointments. Reception is always busy, and patients come to the practice throughout the day not just to attend appointments. There are many reasons why patients call in, for example, to collect prescriptions, blood forms, sick notes or doctors' letters, and to deliver various samples which have been requested by the clinicians. Patients also collect new patient registration applications forms & the appropriate documentation when they wish to access our on-line services.



The Reception department deal with many & varied queries & enquiries, including prescription & admin matters. Some patients prefer to use the self-check-in screen, whilst others like to inform us of their arrival. We direct patients to the correct waiting room and advise them if the Doctor is running late.

Booking appointments can be complex – what is needed, when, & who is available? Is the appointment for a GP, Nurse, Midwife or another clinician? Should the appointment be a double appointment, is it for a minor surgery procedure? If so where does it need to be conducted? At Selby War Memorial Hospital, or here in the practice? Perhaps a telephone appointment is required, is the condition to be addressed more appropriate for a nurse or a GP to deal with? Do patients require urgent medical assistance for Same Day Care? Receptionists must accurately determine & process all these aspects, whilst following numerous strict protocols set out by Government & the Practice.

GPs regularly request ambulances which we often have the responsibility of arranging. GPs also require us to act as a chaperone during certain examinations, so you can see the role of a Medical Receptionist is very busy & varied.

All receptionists have admin duties; one of mine is to deduct patients from our register. This may be due to the death of the patient, the patient may have moved to another area, or it may be a deduction at the request of a GP. Some deductions require the printing of several hundred documents to be included with the patients' paper records to be forwarded to the new practice.

Protocols & procedures are always changing in general practice, which means we are continuously training & learning. I am currently learning how to change patient address details on our database (the NHS spine). We also have ongoing on-line training courses which must be completed regularly.

My shift ends at 12.45pm. Working in reception either on the telephone or front desk can be very challenging but the reception team is hard working, strong and supportive of each other.

Frequently Asked Questions Folders



Did you know that in each of the three waiting rooms there is a FAQ (Frequently Asked Questions) folder?

The folders were designed by the Practice team in consultation with the PPG .

Staff Changes

Dr Caroline Bowey joined the practice on 1st August and will be working Monday, Wednesday & Friday.

Dr Gillian Vater returned from maternity leave on 1st August and has changed her name to Dr Kirkman. She will be working on a Monday and Thursday.

Dr Vanessa Wright has changed her name to Dr Vanessa Martin .

Dr Paul Docherty & Dr Caroline Docherty will be retiring at the end of September. They will be sadly missed at the practice and we wish them well in the future.

Dr Mike Jobling will be joining the practice on Tuesday 1st November. He is in the process of relocating from Kent and will initially work Monday, Tuesday, Wednesday and Thursday. He will eventually work Monday, Tuesday, Thursday and Friday.

Get the right care, first time



PHARMACY FIRST >>>

To encourage the community to visit the local pharmacy for minor ailments and non-urgent health problems.



Illnesses and injuries that will not go away should be discussed with a GP or practice nurse at the local surgery.



Highlighting the route to contact **NHS 111**, especially out of hours, to find the most appropriate health service or treatment.



To call 999 for an ambulance or go to the nearest emergency department **only** in a medical emergency, i.e. difficulty breathing, chest pain or a serious accident.

Widening Participation



Widening Participation is a government-driven initiative to increase the number of students from under-represented groups participating in higher education. It aims to increase take-up of Higher Education by: raising aspirations., encouraging applications, ensuring progression, retention and success.

During August/September the practice provided work experience for a student who was participating in a programme at the Hull York Medical School.

Remember antibiotics do not help common winter ailments

Speak to your pharmacist first for advice on what is best for you.

Symptoms can last longer than you think:

Ear infection: at least 4 days

Flu: 2 weeks

Sore throat: 1 week

Nasal congestion: 2 1/2 weeks

Cold: 1 1/2 weeks

Cough: up to 3 weeks



Remember antibiotics DO NOT help common winter ailments

Visit www.treatyourselfbetter.co.uk for more information, advice and warning signs to look out for.

Medicines for self care



If treatment is needed, a wide range of medications can be purchased from your local pharmacies and supermarket. They are usually cheaper than a prescription and you can get them without seeing a GP.

You do not need to make an appointment to speak to your pharmacist and many pharmacies are open at the weekend. You can expect a confidential and discrete consultation with the pharmacist in a private area of the pharmacy.

What are self-care conditions?

- * Athlete's foot, warts and verruca's
- * Constipation, diarrhoea & haemorrhoids (piles)
- * Ear wax (a few drops of olive oil is as good as a prescription)
- * Hayfever & allergies
- * Indigestion remedies (for occasional use)
- * Mouth ulcers & cold sores
- * threadworm
- * Coughs, colds, blocked noses & sore throats
- * Dry skin, mild acne & eczema
- * Eye infection
- * Headlice (wet combing is recommended)
- * minor aches & pains
- * teething
- * thrush

Scott Road Medical Centre

Scott Road Medical Centre
Scott Road
Selby

Phone: 01904 724400
Fax: 01757 213647
www.scottroad.org.uk

When we are closed

In an emergency call 999

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Selby War Memorial Hospital minor injuries - open 08:00 to 20:00

Speak to a pharmacist at your local chemist.



Friends and Family Test

Many thanks to all those of you who have provided us feedback for the Friends and Family Test..

We take your feedback seriously and regularly look at ways of improving our services.

Details of how to complete the Friends and Family Test in all of the waiting rooms at Scott Road.

From December 1st last year all GP surgeries have offered patients the opportunity to give feedback about their experiences.

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) 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.

