

# Scott Road Newsletter

## Christmas 2015



Scott Road  
Medical Centre

www.scottroad.org.uk

### Christmas 2015 & New Year 2016 Opening Hours

We recognise that there is increased demand for our services over the Christmas period, therefore we are having additional clinicians on duty at key times in the Christmas period. Please see our website or waiting area for more details

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DAY	DATE	TIME
Monday	21 December	7am – 6pm
Tuesday	22 December	8am – 8pm (6pm-8pm pre-booked appointments only)
Wednesday	23 December	8am – 6pm
Thursday	24 December Christmas Eve	8am – 6pm
Friday	25 December Christmas Day	CLOSED
Saturday	26 December	CLOSED
Sunday	27 December	CLOSED
Monday	28 December Bank Holiday	CLOSED
Tuesday	29 December	7am – 6pm (7am-8am pre-booked appointments only)
Wednesday	30 December	8am – 8pm (6pm-8pm pre-booked appointments only)
Thursday	31 December	8am – 6pm
Friday	1 January 2016 Bank Holiday	CLOSED
Saturday	2 January	CLOSED
Sunday	3 January	CLOSED
Monday	4 January	7am – 6pm (7am-8am pre-booked appointments only)

Please remember:

If you require Out Of Hours medical attention, you can contact **111**  
Or visit the minor injuries unit at Selby War Memorial Hospital if you have an injury.

**FOR IMMEDIATE, LIFE-THREATENING EMERGENCIES  
CONTACT 999**



## Junior Doctors - what's the story?

You will have seen on the news and in the papers that junior doctors are currently in dispute with the government. So called 'Junior Doctors' are the backbone of the NHS medical workforce – most are doctors who are not yet consultants or GPs – usually well into their 30s. They work extremely long hours with difficult shift patterns. They are the doctors you would mostly see in hospital and make sure that the NHS provides urgent care 24 hours a day, every day.



The government has been aggressively negotiating a new contract for junior doctors – stating that if the doctors don't agree, they will impose it anyway. It involves changing the way doctors are paid (basically increasing their basic salary but hugely reducing the payments they get for antisocial shifts). This may cut the pay of some doctors but will certainly make the job much more unattractive for most.

Basically what's behind it is the government's desire to provide more routine (not urgent) services out of usual 'office hours' which is something that no public health system in the world has managed to afford. In an NHS struggling to provide basic emergency care 24/7, trying to provide routine services around the clock can only threaten the quality of emergency care.

Their new contract threatens patient safety by removing safeguards which prevent hospitals making doctors work ridiculously long hours (some of the GPs here worked weeks of 136 hours in the past and that must never happen again). There has been a lot of spin from the government in the news – like 'an 11% pay rise' when the overall pay bill is staying the same – how can that be? The government wants you to think it's about lazy doctors being greedy – definitely not true!

This affects all of us! Lots of young doctors are leaving medicine or going abroad where they are treated better. This means it's more difficult for us to recruit new doctors and means it's more difficult for you to get an appointment. **This is real and happening now in this area.** The government's new contract will make this much worse.

The junior doctors have our support. We don't want to see a strike, but it may come to that if the government doesn't negotiate more reasonably here. The junior doctors really want your support also. They are genuinely concerned about your safety if they are bullied into this contract it is not a pay dispute.

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## Prescription and Results Telephone Line

With effect from Monday 4th January 2016 our prescription and results telephone service will be changing. These changes will be:

- **We will no longer be accepting requests for repeat prescriptions over the telephone**
- You can still telephone the surgery between 10-11am or 2-3pm for your test results by selecting Option 2

Alternative options for ordering of repeat prescriptions:

- Via our online services (SystemOnline) – please ask at Reception for access
- Use of services provided by local pharmacies – most pharmacies now collect and deliver prescriptions
- Use of the post box in the reception main foyer
- Post the request slip to us – if you wish us to return your prescription, please remember to enclose a stamped addressed envelope
- SystemOnline is now available as an app for iPhone, iPad and Android. The app is listed on the App Store and is free to download. The Android version is also available.

We are sorry that we have had to make this change. We hope that particularly now that local pharmacies can order your prescription for you, if you've been using our prescription line you will be able to find a different way of getting prescriptions that works for you.



## Staff Changes



There have been a number of recent changes to the team at Scott Road as some staff have moved on to pastures new and others have joined the practice.

One of our long-standing reception team, Sue Fairbairn, left the practice in September. Sue had been with the practice for some time and had proved to be a valuable asset and a well-known face at the reception desk. We would like to thank Sue for all her hard work at the practice and to wish her well in her new venture.

We have had 3 new people join the practice over the last few months. Sarah Nutt joined us in August as a secretary in the administration team and will be familiar to those ringing for results and repeat prescriptions. Andrea Hunt joined the practice as a Health Care Assistant in November and Zoe Richardson is the newest member of the Reception team and joined us in December.

Dr Gill Vater is now on maternity leave and Dr Siang Lim will be standing in for her.



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## Patient Participation Group (PPG)

# Patient Participation Group

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

We hold meetings on an evening and sometimes around a lunchtime, we recently gained five new members.

What do we do, you are asking:

- We represent the patients at Scott Road Medical Centre
- Develop Questionnaires to find out your views
- Promote ideas by way of the notice board in the waiting area
- Work together with the staff at all times
- Involved in the development of the Practice Newsletter
- Help patients on flu vaccination day

Finally we are always looking out for **New Members** to join this group from all represented areas of the community.

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

Pamela Holden Burnett

Chair of the Patient Participation Group

## Scott Road Medical Centre

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## 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.



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## Flu campaign 2015-16

### ADULTS

Is this you?

- Aged over 65,
- Have a chronic disease e.g. Diabetes, asthma (on inhaled steroids) or lung disease, Heart, liver or kidney disease
- Have had a stroke
- Have a reduced immunity
- Pregnant

**If so, you are more likely to develop life threatening complications if you get flu.**

### CHILDREN

The nasal flu vaccine is being offered in surgery, for children aged 2, 3, and 4 years.

It is especially important that children between the ages of 2 and 17 years, who have a chronic long term illness, are protected. These children are more likely to develop serious complications if they get flu.

The best way of reducing the risk of getting flu is to be immunised every year.

We have immunised 1862 of our 'at risk' patients during this season up to now.

Flu vaccines are still being offered in the surgery for people in the above groups.

**DON'T MISS OUT!!**

**REDUCE YOUR RISK OF CATCHING FLU THIS WINTER!!**

**PLEASE BOOK YOUR APPOINTMENT AT RECEPTION TODAY.**

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## Flu Take Up

So far this year we have vaccinated

83% of our patients who are over 65,

52% of patients who are 18-64 and at risk,

39% of children aged between 2 and 4.

The Fluenz vaccine used for children was delivered late this year so we missed the opportunity to vaccinate children on our "flu day" in October. However we will continue to offer flu vaccinations to eligible patients throughout the Winter season.

