



Scott Road
Medical Centre

www.scottroad.org.uk

Scott Road PPG Newsletter

Spring 2016



Parliament hears patient views on the transformation of the NHS

Inside this issue:

News from N.A.P.P.	1
Getting to see your GP	2
Staff changes	3
Prescription & Results	3
PPG	3
Email address	3
Missed appointments	4
Minor illness nurse	4
Blood & Organ Donors	4
Antibiotics—the facts	5
Shingles vaccinations	5
Exercise by referral	5
5 tips to reduce hayfever	6
Alcohol units & guidelines	7
When we are closed	8
Friends & Family	8

The National Association for Patient Participation (N.A.P.P.), the national voice for patient participation in Primary Care, has given evidence to the All Party Parliamentary Group’s Inquiry into the Five Year Forward View. The Inquiry was particularly interested in the expectations on us all—as patients—to change our own behaviour and to take more responsibility for our health. It also wanted to know what helps make information and signposting to services more effective.

Through a survey of local Patient Participation Groups (PPGs), N.A.P.P. gathered the views of over 2,300 patients. N.A.P.P.’s President and Chairman, Dr Patricia Wilke, and Chief Executive Officer, Paul Devlin, presented these to the Inquiry on 14th December.

N.A.P.P.’s survey showed that;

* 96% of patients say they are the person most responsible for sustaining and improving their health and self care

* 95% of patients regard the use of plain English as the most important factor in making information clear.

* 88% of patients identify GPs as a key source of trusted advice

Dr Wilkie said “I am pleased that we are able to give the Inquiry a patients’ perspective on some of the proposals in the Five Year Forward View. Patients are clear that they themselves are the person most responsible for sustaining and improving their health and self care. However, they need support and help in this. Critically, information for patients must be in plain English (an similar in other languages), and should be supported by other forms of information, including face-to-face contact with GPs, accurate web-based information, and advertising campaigns. In addition, it is critical that the NHS and local government involve and work with patients and the public in discussions, negotiations and decisions in relation to health and social care.”



Getting to see the GP of your choice – some top tips!

We know that sometimes it may be up to 2 weeks to see the clinician of your choice. One of the reasons for this is that the majority of our clinicians work on a part time basis with commitments to family or the university on the days they are not working. We appreciate that it can be frustrating when it is a while before you can get in to see the doctor you want to. Here are some top tips which might help:

- **Book ahead!** – if you know you will need to see a particular doctor in a month aim to secure your appointment by booking 2 weeks before it is needed – if you leave it to a few days before it is much less likely you will get to see the clinician of your choice.
- **Cancel unwanted appointments!** If you don't need an appointment you have booked, PLEASE CANCEL IT. It will then be made available to another patient and waiting times will decrease. We must all behave responsibly in this area and most would agree that simply not turning up for an appointment you have booked is not acceptable.
- **Get a reminder of your appointment.** If we have your up to date mobile number a reminder text will be sent the afternoon before.
- **Have a second GP you are happy to see!** If you know that it can be sometimes difficult to get to see your own GP, or you have a chronic health condition, aim to have 2 GPs that know your case well. In that case if one is away, or particularly booked up, there will be a second doctor who will have a good idea of your problems. Although of course all clinicians can read your computer record this is no real substitute for knowing you in person.
- **Sign up for online appointment booking!** This is probably the quickest way of booking your appointment with a doctor and is also the easiest way to cancel your appointment. To get your online access code please provide the reception team with some photo ID and complete an online services declaration form. Please note that online services are not available for patients aged 10-15.
- **What If I need to be seen urgently today?** Some situations really can't wait and for these the practice offer a "same day care" service. If you feel you need to be seen urgently or need some urgent advice, the receptionist will take your details and you will be called back, usually within 30mins, by one of the GPs or a prescribing nurse. You may be given advice or invited to come into the surgery for further assessment.

GP Usual Working Days

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

Dr Caroline Docherty	Monday all day, Tuesday (am), Wednesday (am)
Dr Paul Docherty	Wednesday and Thursday
Dr Mary Clatworthy	Monday and Tuesday
Dr Kath Hodkin	Monday, Wednesday and Friday
Dr Ruth Walker	Tuesday, Thursday and Friday
Dr Anna Hammond	Wednesday and Thursday
Dr Vanessa Wright	Monday, Tuesday, Wednesday and Thursday
Dr Gill Kirkman	on Maternity leave
Dr Jonathan Hagan	Tuesday, Thursday and Friday
Dr Alena Billingsley	Monday, Wednesday and Friday
Dr Siang Lim (locum)	Tuesday, Wednesday and Friday

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

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



Staff changes

Julie Cale, Nurse Prescriber will be leaving the Practice at the beginning of February. The PPG and Practice Team would like to thank Julie for all her hard work and wish her well in the future.

Sarah Asquith, Nurse Prescriber will be joining the Practice Team at the beginning of February. Sarah will be working on a Monday and Tuesday.

Prescription and Results telephone line

With effect from 4th January 2016

The practice no longer accept 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.

Patient Participation Group



Scott Road 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

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

Missed appointments last year

In the last year **1444** doctors appointments and **1375** nurses appointments were wasted because patients did not attend the appointment they had booked

This is a total loss of more than **235 hours** of doctors appointment time and more than **342 hours** of nurses appointment time.

If you ever have difficulty booking an appointment, part of the problem is most definitely that people are booking appointments and then not cancelling if they do not need them.

Please do cancel if you don't need an appointment – this can be done online, by emailing apptcancel@nhs.net or by calling reception. Cancelled appointments will almost always be filled unless they are cancelled at the very last minute. Responsible use of the appointment system will ensure that everyone can be seen sooner.

Minor illness Nurse

Don't be perturbed when you call to book an appointment with a Doctor if the receptionist asks you 'is it something that our prescribing nurse assist with?' – many minor illnesses can be treated by the Nurse Prescribers: Linda Hoop, Elaine Harrison or Sarah Asquith

A list of these follows:

Acne	Asthma	Back Pain
Boils/abscesses	Colds	Cold sores and mouth ulcers
Constipation	Coughs	Cystitis
Diarrhoea & vomiting	Discharging or red eye	Ear ache
Eczema	Female problems	Foot problems
Hay fever	Head ache	Heartburn/indigestion
Insect bites	Morning after Pill	Piles
Sinus problems	Skin rashes/infections	Scabies
Sore throats	Strains and sprains	Thrush
Vaginal discharge		



Blood & Organ Donors



Blood is something we all expect to be here for us when we need it, yet only 4% of us give blood—many people would not be alive today if it wasn't for the generosity of our doctors. Most people can give blood, but all donors have to meet the eligibility criteria before their blood is accepted to ensure there's no risk of harming you or the patients who will receive it.

Would you take a donated organ if you needed one?

Of course—nearly everyone would, but only around a third of us have joined the Organ Donor Register. More than 10,000 people in the UK currently need a transplant. Out of these people, three a day will die waiting as there are not enough organs available.

Please help turn good intentions about blood and organ donation into action by registering online at www.organdonation.nhs.uk or www.blood.co.uk - or by phoning 0300 123 23 23

Antibiotics—the facts

More and more people visit the surgery with common ailments which are caused by germs called viruses. Patients often ask for antibiotics which they think will help. Please remember,

- Antibiotics do not kill viruses
- Antibiotics only kill germs called bacteria
- Antibiotics may cause side effects, such as diarrhoea, rashes, feeling sick etc

We know that overuse of antibiotics has led to some bacteria becoming resistant to them which means antibiotics might not be as effective when they are really needed. So please think carefully before you visit your GP. You may get help from your local pharmacist instead.



Are you eligible for a Shingles vaccination?

If you were born between 2/9/1934 and 1/9/1935 or
2/9/1935 and 1/9/1936 or
2/9/1943 and 1/9/1944

you are eligible for the shingles vaccine.

If you have ever had chickenpox you are at risk of getting shingles.

After a bout of chickenpox the chickenpox virus lies dormant in the nervous system and can reactivate (often in times of stress or other illness) causing the typical one-sided shingles rash. This can be extremely painful and can be a difficult pain to control. Rarely shingles can cause more severe complications. This year a new vaccine has been introduced to reduce the chance of getting shingles and if you do get it should make the illness less severe.

If you think you are eligible for the vaccine this year, please ring 01904 724 400 to make an appointment with the practice nurse



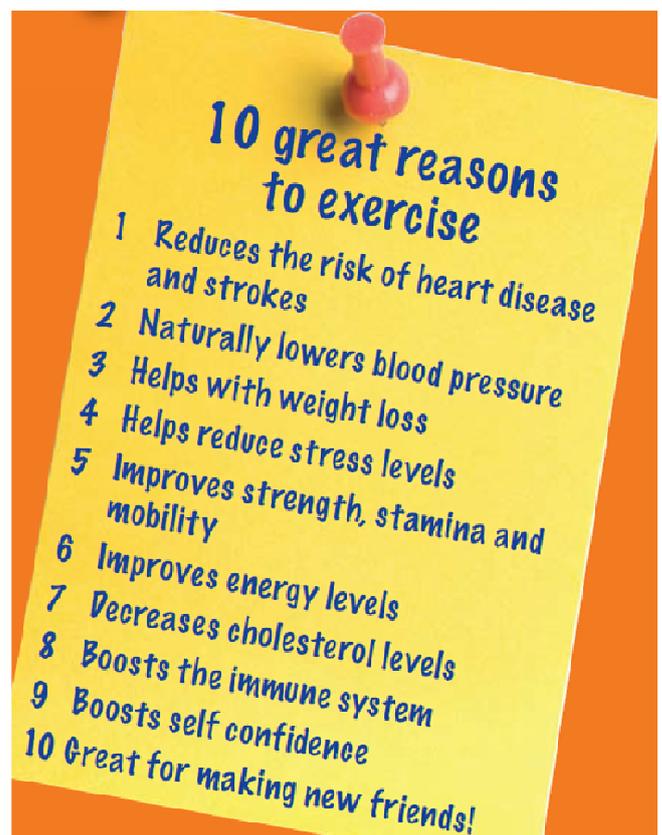
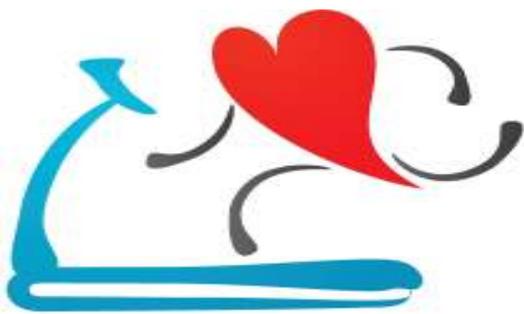
Exercise by Referral

You can be referred by your GP or practice nurse for a 12 week course of structured exercise supervised by an exercise professional.

Each session will cost you only £1.

If you are interested please make an appointment with one of our Health Care Assistants, Ruth Simpson or

Andrea Hunt.



5 Tips to reduce hayfever symptoms

According to the charity Allergy UK, hay fever can adversely affect many areas of your life including your social life, your emotional wellbeing, your performance at work or school, and your self-esteem.



A survey undertaken by the National Pollen and Aerobiology Research Unit of more than 2,000 people with hay fever, found that lifestyle factors, such as stress and exercise, can have a major impact on hay fever.

Although there are many prescribed and over-the-counter treatments for hay fever, the following lifestyle tips can also help to ease the symptoms.

1. Reduce your stress

Try to reduce your stress levels. The survey showed a clear link between stress and the severity of hay fever symptoms. Almost seven out of 10 stressed-out hay fever sufferers rate their symptoms as unbearable or debilitating. As stress levels drop, symptoms become milder. .

2. Exercise more

Regular exercise can improve your hay fever. The survey found that people with hay fever who exercise most have the mildest symptoms. Exercise will help reduce your stress levels, too. Aim to do 150 minutes (two and a half hours) of moderate-intensity aerobic exercise, such as cycling and fast walking, every week. However, during hay fever season, it's best to avoid exercising outdoors when the pollen count is high. This is generally first thing in the morning and early evening. Instead, exercise in late morning or afternoon when pollen counts tend to be lowest. If pollen counts are really high, stick to indoor exercise, for example at your local gym or swimming pool.

3. Eat well

The survey suggests that people with hay fever who eat a healthy diet are less likely to get severe symptoms.

Eat a varied, balanced diet with plenty of fruit and vegetables, but be aware that some healthy foods can make hay fever symptoms worse. Foods that can worsen hay fever symptoms for some people include apples, tomatoes, stoned fruits, melons, bananas and celery.

Eat foods rich in omega 3 and 6 essential fats which can be found in oily fish, nuts, seeds, and their oils. These contain anti-inflammatory properties, and may help reduce symptoms of hay fever.

4. Cut down on alcohol

Watch how much you drink at your summer picnics and BBQs! Alcohol worsens hay fever. Beer, wine and spirits contain histamine, the chemical that sets off allergy symptoms in your body. As well as making you more sensitive to pollen, alcohol also dehydrates you, making your symptoms seem worse.

5. Sleep well

Try to avoid too many late nights during the hay fever season. The survey found that people with hay fever who get a good night's sleep tend to have the mildest symptoms. Just one in eight (13%) people who had at least seven hours sleep a night reported severe symptoms, compared with one in five (21%) who regularly had five hours sleep or less a night.

Alcohol Units and guidelines

The low risk weekly guidelines

It can be a bit tricky to understand and remember how much alcohol is in drinks, and how this can affect our health. The low risk guidelines can help with this, if you choose to drink.

No-one can say that drinking alcohol is absolutely safe, but by sticking within these guidelines, you can lower your risk of harming your health if you drink most weeks:

- Men and women are advised not to regularly drink more than 14 units a week.
- Spread your drinking over three days or more if you drink as much as 14 units a week.

If you want to cut down how much you're drinking, a good way to help achieve this is to have several drink-free days each week.

Counting the units

Once you've got the hang of the low-risk guidelines, then check how many units are in your usual tipple. "ABV" means the percentage of alcohol in the drink and you can often find this information on the side of the bottle or can. The amount of alcohol in drinks can vary quite widely, and it's worth looking for versions of your favourite drinks that have less alcohol, which can also be cheaper and often have less calories.



Alcohol unit information 2015 source: www.nhs.uk/change4life

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.

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.

