



Scott Road
Medical Centre

Scott Road PPG Newsletter

Summer 2016



Be safe in the sun!

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Sunburn doesn't just happen when you're on holiday. In the UK, the sun is at its strongest between March and October, especially from 11am to 3pm.

You can burn when you're not expecting it, such as during a walk or sitting in your garden. Even if it's cool or cloudy, it's possible to burn in the middle of the day during the UK summer. It is also possible to burn at other times of the day and year.

There is no safe or healthy way to get a tan from sunlight. Getting a tan provides little protection against later exposure to sunlight and the resulting skin damage outweighs any later protective effect. Sun safety tips:

- Spend time in the shade from 11am to 3pm from March to October.
- Make sure you never burn.
- Cover up with suitable clothing and sunglasses.
- Remember to take extra care with children.
- Use at least SPF15 sunscreen.

Report mole changes or unusual skin growths to your GP.



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



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 .



Translator Required

Do you speak a language other than English? The PPG are looking to recruit volunteers to translate the Newsletter into other languages so that Patients who do not speak English as a first language can also keep up to date with practice news.. If you are able to help, please leave your contact details at reception and a member of the PPG will be in touch in due course.



Staff Changes

Andrea Hunt, Health Care Assistant and Karen Couchie, Receptionist have both left the practice within the last couple of months. The PPG and Practice Team would like to take this opportunity to thank them for all their hard work and wish them all the best for the future .

We would also like to welcome Lesley Townsley, Health Care Assistant and Rebecca Mayes, Receptionist to the Practice Team and hope that they enjoy their time here at the surgery.

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.

Child health clinics



CHILD HEALTH CLINICS

TUESDAY

Every Tuesday

Selby South Children's Centre

Barwic Parade

Selby

1.30pm to 3.30pm, drop-in

THURSDAY

Every Thursday

Posterngate Surgery

1.30pm to 3.00pm, drop in

FRIDAY

Every Friday

Scott Road Medical Centre

9.00am to 11.00am, drop-in



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

In the last quarter **234** doctors appointments and **266** nurses appointments were wasted because patients did not attend the appointment they had booked

This is a total loss of more than **39 hours** of doctors appointment time and more than **66.5 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.

Stop smoking advice



If you would like to stop smoking then please ask the receptionist to book you an appointment to see Ruth Simpson, Health Care Assistant.

Health Care Assistants

The Health Care Assistants, Ruth Simpson & Lesley Townsley are able to see patients for the following appointments;

Blood pressures, 24 hour blood pressure machine, stitch/staple removal, weight loss support & ECGs.

Ruth is also able to offer stop smoking advice and Lesley can provide B12 injections & ear syringing.

Travelling abroad? Get protected



We offer a wide range of travel vaccines here in the surgery many of which are free. If you are planning a foreign holiday and you think you might need some vaccinations please fill out one of our travel forms which you can either download from our website or ask for at reception. Please do this at least 8 weeks before you plan to travel.

Our nurses will work out what if any vaccines you need and if you call us 7 days later we can let you know what you need to have and get you booked in. A good website resource is www.fitfortravel.nhs.uk. Please get your vaccinations sorted in good time as it can take up to 8 weeks to complete a course.

Remember to also apply for your free EHIC card. A valid European Health Insurance Card (EHIC) gives card holders the right to access state-provided healthcare on temporary stays in other European Economic Area (EEA) countries or Switzerland. Treatment should be provided on the same basis as it would be to a resident of that country and is provided either at reduced cost or, in many cases, for free. The EHIC covers treatment that is medically necessary until the card holder returns home. This includes treatment for pre-existing medical conditions.

The EHIC is not an alternative to travel insurance. It is important to have both an EHIC and a valid private travel insurance policy in place before you travel.

Are you eligible for a Shingles vaccination?

If you were born on or between 2/9/1942 and 1/9/1945 or
2/9/1935 and 1/9/1937

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



A day in the life of a Practice Manager by Stuart Nelson



They say that variety is the spice of life and if its variety that you're looking for then the life of a Practice Manager is ideal. Its 7.15am on a Monday morning and I'm not the first to

arrive – Lindsay and Alena are usually here before me. Although the surgery doesn't open until 8am its good to get an early start before things get hectic – besides I need to be here in case someone rings in sick.

Fortunately the phone doesn't ring and everyone arrives on time and the surgery starts to buzz. Reception are handling the high volume of calls with their usual efficiency and I can get on with the jobs I had on my 'to do' list for today.....or so I thought. There's a problem with the phones as we can't connect to mobiles and the Same Day Care clinicians can't make their early calls. We don't panic but put contingency plans in place until the problem can be resolved. Now, where was I, oh yes get back to reading through the mass of emails that have come in over the weekend.

With emails read (but certainly not all actioned) I start typing up the minutes from last week's Partnership meeting. The phone rings and its reception to say the front doors are jamming and won't open. I save what I've done and head down to have a look but its beyond my expertise so I call in the experts. Back to the minutes.....but I've just realised I need to order some cleaning supplies, speak to the bank about the mortgage and the accountants about salaries which are due this week.

Time for a quick drink and then into a meeting with the management team to talk through changes to the GP contract for the coming year, how we can make new patient registration simpler and update them on what's happening in the CCG. Morning surgery is over and there's just time to catch up with the Partners to talk through some staffing matters, plans for research activity and update them on the changes to the contract.

Its 2.30pm and I get back to typing the minutes while I eat my somewhat dried up sandwich. Tony the handyman appears with some maintenance queries so we take a walk round the building to iron out any glitches. Just back in the office and the phone rings – its reception with a query so I head down to help them out. I just get back to the office in time for my 4pm meeting to discuss staff training after which it's nearly the end of the day and time to get back to the minutes I started typing up first thing in the morning.

Make the most of your appointment



When you have made a GP appointment, plan ahead to make sure you cover everything you want to discuss.

Before you see the GP, write a list of problems, starting with the most important. List your symptoms, so you don't forget them. Write down when they started and what makes them better or worse during a 24-hour period. If you have a complicated problem, ask for a longer appointment when you book. Remember you have booked a ten minute appointment and if your appointment overruns then this will have a knock on effect with every other patient booked into that surgery.

You can bring a friend or relative if you're worried.

Be honest about what you think may be causing the problem, and don't be embarrassed. Your doctor will have seen and heard it all before.

Ask the GP to repeat and explain anything you don't understand. If there are words you don't understand, ask what they mean or get the doctor to write them down, so you can look them up later.

If you and your GP decide you need to be referred for specialist tests or treatment, you usually have a right to choose which hospital and/or consultant led-team you go to.

Finding out medical information for yourself

We are surrounded by information about diseases, new drugs, health scares and latest medical advances.

We read about them in newspapers, we chat with our friends, we do Google searches.

Often we end up confused or worried or scared.

So, where would Scott Road recommend you look for good impartial advice about your health and medical matters in general?

Obviously we encourage you to ask questions in your appointment, but time is often short (only 10minutes for an average appointment) so it makes sense to do some of your own research as well.

Good website resources are

NHS Choices –www.nhs.uk - A huge resource of information managed by the Department of Health

Patient.co.uk - The UK's leading independent health site, trusted by patients and health professionals. This is the site from which many of the patient information leaflets that we use are taken.

If you do not have computer access your local library is a fantastic place to look for information, and librarians are always happy to help with your searches. You can also ask us here at the medical centre for specific information and we will be very happy to help. We will also try to keep you up to date through this newsletter and other information in our waiting areas.



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.



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 morning and all day 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.



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
Lesley Townsley (Health Care Assistant)	Tuesday, Wednesday and Friday

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.

