



**Scott Road  
Medical Centre**

# Scott Road PPG Newsletter

**Winter 2016**



**Important!**  
**Change to practice  
telephone number**  
**01757 211 750**

## Flu Vaccinations

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The season when flu starts to circulate is 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 have be invited by letter or SMS to attend a flu clinic .

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

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.



## Christmas Closure



The practice will be closed on the following dates, for urgent medical advice please telephone NHS 111.

Monday 26th December (Boxing Day)

Tuesday 27th December

Monday 2nd January

Please ensure that you order your prescription in plenty of time prior to the Christmas break. Please allow 2 full working days for your prescription to be issued.

Pharmacy	Christmas Day Sunday 25th	Boxing Day Monday 26th	Bank Holiday Tuesday 27th	New Years Day Sunday 1st	Bank Holiday Monday 2nd
Boots Pharmacy 10 Market Place Selby YO8 4PB 01757 703717	12.00-13.00	10.00-14.00	10.00-14.00	Closed	12.00-13.00
Scott Rd Pharmacy Scott Rd Selby YO8 4BL 01757 210133	Closed	12.00-13.00	Closed	13.00- 14.00	Closed
Boots Pharmacy Unit14 Market Cross Selby YO8 4JS 01757 706455	Closed	Closed	12.00-13.00	Closed	Closed



# 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



## Be Prepared! Winter is coming!



As Autumn draws to a close there are some basic things people can do to ease their lives in the event of period of severe Winter weather making it difficult or even impossible to venture out:

- ◆ Buy in some extra tinned or dried food which can be heated up if you are unable to leave the house for a few days
- ◆ If you have a freezer, stock it up a bit more than usual
- ◆ Make sure you are have a torch (and batteries) in a handy place
- ◆ If you use solid fuel, make sure you have enough to last through a period of severe weather when deliveries cannot be made
- ◆ If you take regular medicine check you have a sufficient supply to tide you over in case you are unable to get to the doctor or a chemist due to the weather
- ◆ Buy one or two bags of table salt - these are cheap and a sprinkling of salt on the front step or path will get rid of any snow or ice
- ◆ Ensure any spare blankets are aired and ready for use
- ◆ If you are eligible, book an appointment at the surgery to have your free annual flu vaccination

## 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 .

## 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 **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 Mike Jobling	Monday, Tuesday, Thursday and Friday
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

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

Dr Anna Hammond works at the Hull York Medical School and occasionally swap days to accommodate her commitments there.

## Nurse Usual Working Days

Linda Hoop (Prescribing Nurse)	Monday, Tuesday, Wednesday and Thursday
Elaine Harrison (Prescribing Nurse)	Wednesday, Thursday and Friday
Sarah Cree (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

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



## Our **NHS** Let's take care of it!

**Wasted prescription medicines cost  
£1million every year in the Vale of York.**  
*That's a hard pill to swallow.*



**Remember! Unused medicines cannot be recycled**

**That's right. Even if you don't open them.**

Once medicines have left the pharmacy, they cannot be reused.

Find out more at [www.valeofyorkccg.nhs.uk](http://www.valeofyorkccg.nhs.uk)

## Introducing Dr Mike Jobling

Thank you to everyone for the warm welcome I have received since joining the team at Scott Road in November. My wife and I made the decision to relocate to Yorkshire to be closer to our family, having spent the past 10 years living in London. I originally trained in Newcastle, before completing my GP training in South East London, where I have worked as a GP partner for the past 5 years. I have an interest in dermatology, musculoskeletal problems and medical education. Outside of work, my time is mainly spent chasing after our three small children, but I also try to find time to enjoy the outdoors and play the tuba.



## A morning in the life of a Practice Nurse by Jan

As you may well imagine a morning in the life of a Practice Nurse differs from day to day but is usually always busy, interesting and challenging!

My day starts at 8.00am but as my first patient is booked at the same time I try to get to the surgery at 7.45 so that I can log on to the computer and get ready for the morning surgery. There can be a 24 hour monitor to set up or a spirometer to calibrate (for lung function tests). We all have 15 minute appointments throughout the morning until 11.45.



Our list can vary from giving baby and childhood vaccinations, travel vaccinations and advice, ear syringing, smear tests, dressings and wound care, chronic disease reviews such as asthma, COPD or the One Stop Reviews - this is just an example.

There is then also administrative work to complete such as checking thyroid results and acting on them, completing travel forms, sometimes logging refrigerator temperatures, (if there is no Health Care Assistant working that day), to make sure all the vaccinations are kept within the correct temperature thus maintain the cold chain.

As nurses we are responsible for giving up to date advice and carrying out many different procedures. Our repertoire is extensive and as we are governed by the NMC. We have to ensure that our training is up to date in all areas.

There are eight members of staff in our nursing team consisting of Nurse Prescribers, Practice Nurses and Health Care Assistants.

As there still is no recognised Practice Nurse course, each nurse will have different training, knowledge and skills, for example I have completed the Asthma Diploma and other nurses have specialist knowledge in Family planning so we are not all expert at everything.

Please don't be offended when asked at Reception why you need to see the nurse as they need to make the Appointment with the nurse most appropriate for your needs.

The modern day NHS Practice Nurses are being given more and more responsibility—the future looks busy for us Practice Nurses!

## Norovirus explained

Norovirus is the most common stomach bug in the UK, affecting people of all ages. It is highly contagious and spreads rapidly in closed environments such as hospitals, schools and care homes. It can be spread through contact with an infected person; by contact with contaminated surfaces or by consuming contaminated food or water.

There is no treatment for the virus but it is important to keep hydrated to combat the loss of fluids. People infected with Norovirus are usually contagious from the moment they begin feeling ill to at least three days after recovery. However, most people will recover within a few days and there are no long-term effects.

Typical symptoms of a norovirus infection include:

- The sudden onset of projectile vomiting
- Watery diarrhoea
- Some people also experience headaches, mild temperature and stomach cramps

For patients already ill in hospital, this virus could cause further health complications, making it vital to prevent introducing the virus into the hospital environment. We strongly urge anyone affected to stay at home and to telephone NHS 111 for advice.

Norovirus spreads quickly but there are simple steps that you can take to protect yourself and others which can help tackle the spread of Norovirus head on.

- Hand hygiene – do it thoroughly. Wet, Lather, Scrub, Rinse, Dry.
- Don't prepare food while infected.
- Immediately clean and disinfect surfaces after episodes of diarrhoea and vomiting.
- Wash clothes and bed linens that may be contaminated thoroughly.
- Drink plenty of fluids – stay away from caffeine and pay particular attention to the young and elderly for signs of dehydration.
- Stay away from hospital and your GP practice unless it is an emergency. If in doubt call NHS 111 for advice.

For more information please visit [www.nhs.uk/norovirus](http://www.nhs.uk/norovirus).

## 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.



## Stop Smoking Advise

Smoking continues to be the primary cause of premature mortality and preventable illness in North Yorkshire.



The increasing rate of smoking in pregnancy continues to be a major concern.

In 2011-13, 16.9% (3128) of all deaths in North Yorkshire were estimated to be attributable to smoking.

If you would like advice on how to stop smoking, please arrange an appointment with one of our Health Care Assistants.

## 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](http://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: 01757 211750  
Fax: 01757 213647  
[www.scottroad.org.uk](http://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 are 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](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.

