

Scott Road Newsletter

Summer 2015



Scott Road
Medical Centre

www.scottroad.org.uk



Flu Vaccination



On a warm summer's day it is hard to imagine that it will soon be flu vaccination time again! It won't be long until the flu virus starts to circulate - so it is important to get yourself vaccinated if you are at risk.

We are pleased to announce that our Special Flu Day will be on **Saturday 3rd October 2015**.

Eligible patients include—

- People over 65 years old
- Pregnant women
- Children aged 2-4 years
- Anyone with a chronic disease such as diabetes, chronic lung disease, chronic heart disease, chronic liver or kidney disease, lowered immunity, chronic neurological disease.



Flu can make you feel poorly—but most healthy people do not need to see a doctor. The people who we recommend have flu vaccination are those who are more likely to suffer from complications if they got flu.

Flu Invitations

Last year we invited 1,351 patients for their flu vaccinations by sending a text message instead of the letter we have sent in the past. If you would prefer to get your invitation by SMS this year please make sure that our Reception staff have your mobile phone number.



Thursday Lunchtime Closure

From Thursday 1st October we are planning to close the surgery on Thursday lunchtimes from 12pm to 2pm to allow protected time for staff training and development. This will mean that between these hours all phone lines will be transferred to the out of hours emergency service and there will be no access to the surgery. This will *not* affect the availability of GP appointments.

Our success as a practice in providing a quality service largely depends on the knowledge, skills and attitude of our team. We are therefore committed to the education, training and development of our staff, both clinical and non-clinical. Our aim with the lunchtime closure is ultimately to provide a better service to our patients through greater training of our team. We hope you will support this change as we work towards this aim

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Vision and Value Statement

We have recently redeveloped our vision and values statement to make it clearer and more precise:

Scott Road Medical Centre

Vision

To achieve the best possible health and wellbeing for our patients.

Our Core Values

These inform how we operate

- Quality – to be the best we can be and to provide the best possible service to our patients
- Professional – to make the care of patients our primary concern and treat people as individuals
- Respectful – to respect the views of all patients, staff and wider colleagues
- Compassionate – to provide a caring service and respond with compassion and kindness
- Honesty – to be open and honest in all our interactions with patients and staff
- Equality – to treat everyone equally and fairly
- Innovative – to be creative in improving patient and staff experiences
- Inclusive – to use our resources for the benefit of everyone in the community and exclude nobody

Our Aims and Objectives

These set out what we aspire to achieve

- Provide the highest quality service to all
- Treat all with equality and embrace diversity
- Treat all with care and compassion
- Provide a timely and responsive service
- Involve patients in decisions about their care
- To be committed to training and education of patients and staff
- To work collaboratively with other appropriate agencies
- To foster opportunities for our patients to be involved in appropriate medical research projects
- To manage NHS resources prudently and appropriately

DNA (Did Not Attend) Policy

We use the term DNA to describe patients who do not attend booked appointments but do not phone to apologise. As from 1st July 2015 there is a new **DNA policy** in the practice.

Patients DNA appointments waste significant resource for other patients and, like other GP Surgeries, we have tightened how we manage those patients who repeatedly do not attend appointments without explanation.

Details of the policy are available on the Noticeboards in the Waiting Rooms at the practice.

Remember you can cancel an appointment by

- Coming to reception
- Phoning 01904 724400 and asking for Option 1
- Emailing the dedicated Cancellation email address (which can be accessed via the website) scottroad.apptcancel@nhs.net (**Remember to tell us your name, and appointment date and time and which clinician you were due to see**)

Remember to sign up for our text reminder service – this will send you a text at 14:00 the day before your appointment giving you plenty of time to cancel if you are unable to attend or no longer need it

SHIELD

SHIELD stands for Selby Health Initiative for Enhanced Local Development. It is a grouping of six local practices into a structure called a federation which provides us with the legal framework to work together to optimise the way we work - joining forces on training, administrative functions and in the future maybe bidding for new services which will enhance care for our patients. The practices all remain as independent businesses.

The practices involved are ourselves, Beech Tree Surgery, Posterngate surgery, South Milford Surgery, Sherburn Medical Centre and Tadcaster Medical Centre.

One of the first projects which we have worked on which you or your family might be aware of is a new "social prescribing" project. This is a collaboration with the voluntary sector in the Selby area, in which funding has been bid for the voluntary sector to build a database of all local voluntary services, then if we have a patient that might benefit from, say, some carer support, or befriending services, we refer that person to the social prescribing project, they are assessed at home within a week and services which might be relevant to them are discussed and put into place.

Staff Changes



We have had a number of changes in personnel in the practice recently.

Farewell

Mrs Lynne Borthwick retired from her role as Practice Manager and we are grateful for all her hard work and support of the practice.

Gill Cooke, Nurse prescriber/Minor Illness nurse' left the practice to work as a Diabetes Research nurse at York District Hospital.

Deborah Humble, Practice Nurse, has left the practice due to family commitments.

We wish all of our colleagues well in their new lives.

Welcome



We are delighted to have been joined by Mr Stuart Nelson as our new Practice Manager. Stuart has only been here for three months but is already an established member of the team and helping navigate Scott Road Medical Centre through difficult times for the NHS nationally.

Dr Alena Billingsley has joined the practice as a new Salaried GP and works on Mondays, Wednesday and Fridays.

Elaine Harrison has joined us as a Nurse Prescriber/Minor Illness Nurse and Sarah Richards has joined us as a Practice Nurse.

Patients First



The number of patients needing to see their GP is increasing, yet funding for general practice is falling year on year.

This means millions of patients are waiting a week or more to see their GP and the amount spent per patient is in decline.

Many GPs now fear that patient care will be put at risk and 71% are predicting that waiting times will get even worse.

To protect high quality services for all patients, the Royal College of GPs and the National Association for Patient Participation are campaigning for the governments of the UK to increase funding for general practice from 8.39% to 11% of the NHS budget by 2017.

Visit our website to support the campaign to put patients first and back general practice!



www.putpatientsfirst.rcgp.org.uk



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GP Usual Working Days

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

Dr Caroline Docherty	Monday (am), Tuesday all day, Wednesday (am)
Dr Paul Docherty	Wednesday and Thursday
Dr Mary Clatworthy	Tuesday and Thursday
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 Vater	Monday, Tuesday and alternate Wednesday/Friday
Dr Jonathan Hagan	Tuesday, Thursday and Friday
Dr Alena Billingsley	Monday, 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

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.