

# Scott Road Newsletter



Spring 2012

Scott Road  
Medical Centre

www.scottroad.org.uk

## Appointments and Prescriptions Online

Book your doctors appointment and get your repeat prescription online

If you haven't already signed up for online appointments booking and repeat prescription ordering, do consider it. It should save you time and make the queues on the phones for other patients who don't want to or can't use these services shorter.



If you are already in for an appointment simply ask the clinician you are seeing or the Receptionist for your online access code. You don't need additional identification.

If you do not have an appointment but just want to get your access code you will need to bring some form of ID to Reception - your passport, driving licence or a recent utility bill will be fine.

### Inside this issue:

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Appointments and Prescriptions Online	1
Patient Survey	1
Patient Participation Group	2
Text Reminders	2
Welcome Back!	2
New Nurses	2
Healthy Travel	3
Exercise by Referral	3
Ready to Stop Smoking?	3
NHS Health Checks	4
Sexual Health	4
Photographers Wanted	4
Farewell to Anne Mead	4

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## Patient Survey

A huge achievement over the past 6 months has been the setting up of our patient participation group to represent patients' views to the practice. Their first major project has been the creation and delivery of a survey on all aspects of access in the practice - you may have got involved in this in December either online or through visits to the practice.

The results of this survey are now available and have been fully discussed with the patient group and the practice, and we are starting to work on projects which should bring about improvements. There is a summary of the survey results currently showing on the large screen in the waiting room, or you can collect your own copy of either the summary or full results from Reception or via our website.

Our thanks goes out to all members of the group for their hard work and commitment and we look forward to working together in a similarly productive way in the future.



## Have you heard about the Patient Participation Group (PPG)?

You may have seen members of the PPG in the surgery recently - handing out copies of the patient survey, helping patients with filling in the forms and answering questions about the survey - and wondered who we are and what we do?

We are a group of patients representing a broad cross section

of the users of Scott Road Medical Centre – some representatives are unemployed, some working, and others retired. We meet about once a month to talk about those issues which most impact on patients and to help identify solutions to problems. Our aim is to help improve the services that we all receive. For example, at our last PPG meetings we have been

looking at your comments from the survey and helping the Scott Road Medical Centre partners to develop an action plan of changes (see a further article about the survey earlier in this newsletter)

If you are interested in finding out more about the PPG please contact the surgery and leave your details and a member of the PPG will be in touch.

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## Text Reminders

If you have a mobile phone you can have a text reminder of your appointment

Just ensure that we have your up to date mobile phone details, and you will be sent a text reminder of your appointment at 2pm the day before.



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## Welcome Back!

A warm welcome back on their return from maternity leave to GPs Kath Hodkin and Ruth Walker and to Health Care Assistant Ruth Simpson.

Dr Hodkin is working on Monday, Tuesday and Friday

Dr Walker is working on Tuesday, Thursday and Friday

Ruth Simpson will be here on Monday and Thursday

## New Nurses at Scott Road

We are delighted to welcome two new nurses who are starting here in April.

Jan Harrison is an experienced practice nurse from the York area who will be working on Mondays, Tuesdays and Wednesdays.

Sarah Hall is transferring from working in hospital nursing to general practice. She will be working here every day except Wednesdays.



## Get prepared for healthy travel

As the days get longer more and more of us start to think about holidays. Remember to think in good time about travel vaccinations as well. Please collect a travel form from Reception or download one from our website, ideally 8 weeks in advance. This gives us plenty of time to advise you and get you booked in for appropriate vaccinations - did you know some take up to 2 weeks to work? Once you've filled out your form contact us 48 hours later to see what advice has been given. If you've booked a last minute holiday it's still worth asking for

advice but we may not have enough time to get you fully protected.

A good website to visit to give you an idea of what you might need is [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk). You could also consider using a private travel clinic – there is one in York at Lavender Grove surgery 01904 784484 – they do offer late night and Saturday clinics, however there will always be a cost if you go there whereas some of the vaccinations that we offer are free.

Remember most vaccinations don't hurt much, and side effects are few– it's better to bring home memories rather than diseases from your foreign travels!!



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## Exercise by referral

Do you want to try to.....

- Lose weight
- Reduce stress
- Lower your blood pressure
- Reduce cholesterol
- Improve your energy levels
- Boost your self confidence?

Then ask your clinician if they can refer you for a 12 week tailored exercise program at either Abbey Leisure centre or Tadcaster Leisure Centre. Each session you attend only costs £1. For more details please ask at Reception.

(at the time of writing unfortunately Abbey Leisure Centre is closed due to a recent fire, however you can still use Tadcaster Leisure Centre).

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## Ready to stop smoking?

We are pleased to announce that one-to-one stop smoking sessions will be starting again in the surgery from April with our Health Care Assistants. Please book in at Reception.

Your pharmacist is also always available for advice, or you can contact the North Yorkshire Stop Smoking Service on 0300 303 1603 for information on the best products for you and of local groups.



Scott Road Medical Centre  
Scott Road  
Selby  
YO8 4BL

Phone: 01904 724400  
Fax: 01757 213647  
www.scottroad.org.uk

### **Local photographers wanted!**

Many of you may well have enjoyed looking at the photos on the big screen in Reception while waiting for your appointment. We are looking to give the screen a "spring-clean" and are reviewing how we present information to you on it. As part of this we are also looking to change the photos we show as "light relief" between the information screens. We would love to hear from anyone who has a collection of photographs of local interest that we could use (landscapes/animals/views, not people please). Please contact our IT manager Steve Todd on 01904 724902 (direct line) or via the main Reception number if you have photos you think would be suitable.

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## **NHS Health Checks**

We have recently started offering NHS health checks to people between 40 and 74 years old. You will be sent a letter inviting you to attend and the checks will take place every 5 years. The check involves having a blood test first to look at potential risk factors for heart disease and stroke – such as high cholesterol and high sugar levels. After the blood test you will have an appointment with our Health Care Assistants to chat through the results and look at what you might be able to do to lower your chances of developing one of these health problems in the future.

Do take this opportunity to look at how you might improve your chances of living a healthier life for longer!

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## **Wondering about any aspects of sexual health?**

Visit [www.yorsexualhealth.org.uk](http://www.yorsexualhealth.org.uk) for an excellent local online source of information on

- Clinics and local services
- Sexually transmitted infections
- Contraception
- Chlamydia testing
- Pregnancy

Clinics are currently available in Selby on Mondays, Wednesdays and Thursdays – see the website or ask at Reception for detailed timings.

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## **Farewell to Anne Mead**

Anne has worked here for 8 years as an Advanced Nurse Practitioner taking a lead in Diabetes Mellitus and Chronic Obstructive Pulmonary Disease. She will be taking some time out from working in general practice to concentrate on lecturing at York University. Anne would like to pass on her thanks and fond memories of both patients and colleagues, and wish you all well in the future.

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