

Scott Road Newsletter



Winter 2013



Scott Road
Medical Centre

www.scottroad.org.uk

Inside this issue:

Flu Vaccinations	1
Whooping Cough	1
Military Veterans	1
Medical Information	2
Use Our Web Site	2
New Magazines	2
New iPhone App	2
Shingles Vaccine	3
Staff Changes	3
PPG	3
Thank You	4
Sharing Your Information	4
Data Extraction	4
Christmas	4

Flu Vaccination



The season when flu starts to circulate is now upon us so it is really important if you are at risk to get yourself vaccinated.

We have already vaccinated over 1300 people, 800 at our special opening day on 7th October.

If you have not yet had your vaccine please contact reception to make an appointment.

Eligible patients are: over 65 years old, pregnant, aged 2-3, and anyone with a chronic disease

We are now also vaccinating children aged 2 and 3. This is using a nasal spray rather than an injection.

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 for vaccination for are those for whom there would be a much higher risk of complications if they got flu.

Whooping Cough Vaccination in Pregnancy

There is a lot of whooping cough around at the moment and babies who are too young to start their vaccines are at greatest risk. If you are pregnant you can help protect your baby by getting whooping cough vaccine for yourself after 28 weeks of pregnancy.

Please make an appointment at reception



Are you a Military Veteran?

A Veteran is anyone who has served for at least one day in the armed forces, whether regular or reserve. This also applies to Merchant Navy seafarers and fishermen who have served in a vessel at a time when it was used for military operations by the armed forces.

All veterans are entitled to priority access to NHS hospital care for any condition as long as it's related to their service, regardless of whether or not they receive a war pension.

All people leaving the armed forces are given a summary of their medical records which they are advised to give to their new GP when they register.

If you are a Veteran please tell us so we can establish if you would benefit from priority treatment.

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 we at 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 10 minutes 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

Remember to use the Web Site

We launched our new website in the summer and feedback has been really positive.

Remember that as well as getting information about services and staff you can

BOOK AND CANCEL YOUR DOCTORS APPOINTMENT ONLINE!!!

It makes sense. Save the queue on the telephone. Quickly see all available doctors' appointments. Cancel your appointment easily if you no longer need it so someone else can use it.

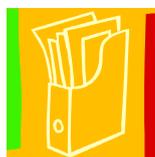
ORDER YOUR REPEAT PRESCRIPTION ONLINE!!!

Again, if you have computer access, why not order repeat prescriptions online? Save the queue on the telephone and order your prescription any time of day. Remember we need 48 hours notice to process it and can only deal with available repeat prescriptions through this service.

To get your access codes to use our online services just ask in your appointment or come to reception. If you want to get your codes from reception you will need to bring some personal ID with you. If you have lost your codes, don't worry we can easily re-issue them.



New Magazines in the Waiting Areas



If you are a regular to the practice you may have noticed that all the old magazines have been cleared away as has the large old table in the main waiting room. These have been replaced by smart new magazine racks with current copies of a wide range of different magazines.

Please enjoy these, but please do not remove them – they are for everyone to enjoy while waiting for their appointment.

There is also advertising space for local businesses on these racks.

New App Available

If you are already a user of our website for repeat prescription ordering or booking doctors appointments you will be familiar with SystemOnline through which you go to perform these functions.

SystemOnline is now available to patients as an app for iPhones, iPads and other Apple devices. The app is listed on the App Store and is free to download. The Android version will be available soon.



Shingles Vaccine - are you 70 or 79 this year?



Were you born between 2/9/1942 and 1/9/1943 or 2/9/1933 and 1/9/1934?

If so, this year you are eligible for the new 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.

This year it is being offered to those aged 70 and 79, and over the next few years the ages in between will be vaccinated. Unfortunately it is not practical to vaccinate everyone in their 70's this year. The under 70's are not at such high risk of shingles so are not being vaccinated, and if you are over 80, the vaccine is not currently thought to work well in your age group.

If you think you are eligible for the vaccine this year, please ring to make an appointment.

Staff Changes

Nothing stays the same for very long at Scott Road Medical Centre: **Dr Ruth Walker** is now on maternity leave. Her patients are being cared for by **Dr Jonathan Hagan** who will work exactly the same pattern as Dr Walker i.e. Tuesday, Thursday and Friday.

Dr Gill Vater, having worked on a temporary basis whilst Dr Hodkin was on maternity leave, is now employed by the practice on a permanent basis. Patients who were previously cared for by Dr Shaun O'Connell, who left us last year, have been moved over to Dr Vater. Dr Vater works Monday, Tuesday and alternate Wednesday or Friday.

On a trial basis **Dr Phil Underwood** is reducing the number of days he works at the practice from 4 to 3. We aim to find a long term locum to cover this day.

We are delighted to let you know that **Lindsay Embling**, who previously worked as a receptionist and administrator has taken on the role of Reception Manager. Lindsay will work every day, except Wednesday, from 7.30 am to 5.00 pm. This increase in staff in this team is a response to patient feedback and recognition of the growing complexity of general practice and its impact on patients. We now have 4 people in reception in the morning and 3 each afternoon with the aim of providing the best service we can to patients.

Patient Participation Group



Our PPG is now in its second year, representing patients to help to improve services. The group currently consists of 14 patients (10 women and 4 men) ranging in age from late teens to late 70s as well as representatives from practice staff.

Members from the PPG were at the recent Flu Saturday supporting the practice and you will see in the waiting room that one of the large notice boards has now been "adopted" by the PPG – look out for further information from the group there as well as on the website.

The next big project for the group is running the practice's annual survey – this will be taking place in December.

If you are approached by a member of the PPG to take part in the survey please do help – we will be looking very seriously at the results of the survey to help shape our services over the coming year. You will also be able to take part in the survey online from our website when it is ready.

If you would like to take a more active part in the PPG we are particularly looking for younger people, a representative from the Polish community and people of any age to join a "virtual" group where you will be emailed with shorter surveys up to four times/year.

Please contact Rachel our PPG Co-ordinator in Reception for further information

Scott Road
Medical Centre

Scott Road Medical Centre
Scott Road
Selby
YO8 4BL

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

Thank You!

To all of you who have cancelled your appointments if you have not needed them.

In the last 3 months **93.22%** of doctors appointments have been attended and **89.06%** of nurses appointments have been attended.

Please cancel if you don't need your appointment – we can always fill it even up to an hour before. If you booked your appointment online you can cancel it via the website as well, if not please call reception.

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 don't need it.



Sharing your Medical Information



At Scott Road we use a computer system called System One to manage your medical records. The confidentiality of your record is taken extremely seriously in the practice and is governed by many different laws.

Only medical staff directly involved in your care look at your medical record. This would usually be your GP or practice nurse.

However, if you have a chronic condition such as diabetes where you also see a podiatrist/dietician or have come out of hospital and need wound dressings from the district nurse it might also be appropriate for that person to see and write in your record.

You will be asked for your consent for that to happen by that person. If you agree, that person will be able to add to but also see your entire record unless you specifically state that only parts of your record may be viewed.

For more information please ask for a leaflet about data sharing at Reception.

Data Extraction



A new information system has been developed on behalf of the NHS by the Health and Social Care Information Centre (HSCIC) which will make increased use of information from medical records with the aim of helping the NHS to provide better care.

Information from all different parts of the NHS will be looked at including hospitals and GP practices.

Your date of birth, postcode, NHS number and gender but NOT your name will be used to link your records in a new secure system from which data can be extracted. You will NOT be identifiable, and what data is taken and by whom is very closely controlled by law and strict confidentiality rules.

If you are happy for this to happen you do not need to do anything, but if you have concerns, please ask for further information from reception or the NHS Choices website.

We have been told that each household will receive a leaflet about this before the data extraction process starts in January.

Finally... Christmas is coming



At the time of writing it is only 8 weeks until Christmas.

As usual the practice will be closed on Christmas Day, Boxing Day and New Year's Day but open as usual at other times. Out of hours and emergency services will run as usual.

Please check your repeat prescriptions in good time and don't leave it until the last minute to order – remember we need 48 hours notice to process repeat prescriptions.