

# Scott Road Newsletter



Winter 2012-13



## Scott Road Medical Centre

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## Missed Appointments

Since our Autumn newsletter was printed just 3 months ago **418** people have not turned up for doctors appointments and **357** people have not turned up for nurses appointments.

This is a total loss of **70 hours** of doctors' appointment time and **89 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 or by calling reception. Cancelled appointments will almost always be filled unless they are cancelled at the very last minute. Responsible use of our appointment system will ensure that everyone can be seen sooner.

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## Ready to stop Smoking?

You are 4 times more likely to successfully stop smoking with **FREE NHS** support .

One to one appointments are available in this surgery, but the other place you can go, just next door is Scott Road Community Centre.

These appointments run on Wednesday 1-4.30pm and Thursday 2-6pm



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## Promote Your Local Event

If you are a regular attender at the surgery you may have noticed that the notice boards in reception have had a tidy up recently, and we now have a dedicated board for use by local groups and organisations for advertisement of their services. These should be not for profit and in some way connected with health and wellbeing. If you have a group/charity/service/event that you would like promoting on this board please hand your information in to reception.

## Patient Participation Group

The PPG have been hard at work over the last few months working on delivering our latest patient survey. Enough surveys have now been completed and we will be analysing the results in the next PPG meeting at the end of January. Thank you to everyone who took part in the survey, we really do take notice of your feedback and comments. The results and action plan from this survey will be available in early spring.

If you would like to find out more about the PPG or are interested in becoming a member, please contact Lindsay Embling who will be happy to provide you with more information.

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## Infection control - something we take very seriously

Support has recently been received from an infection control expert and he put us in the top 3 of 25 practices he had visited in respect of our cleanliness and hygiene practices and policies. He has given us some further good ideas which we intend to implement over the coming months but it is good to know we are on the right track. We are fortunate to have an in-house and long serving cleaning team (rather than using agency cleaners) and it was a real boost to them to receive this positive feedback.

As well as excellent standards of cleanliness – and daily/weekly cleaning schedules he was also pleased to see:

- hand sanitising gel in all clinical rooms and at reception
- clear surfaces in the nurses treatment rooms
- high quality disposable curtains in all clinical rooms.

Ideas for future improvements include:

- Eventually replacing all upholstered chairs used by patients with hard surface chairs for ease of cleaning
- More notices around the practice highlighting the importance we place on Infection Control
- Formal training of key clinical staff in infection control leading to further review and improvements of standards and the cascading of learning to other staff.

Although we may not be able to make all changes immediately we will have a plan of action in place to make the changes when practicable.

Whenever *you* visit the practice if you notice anything that needs the cleaning team's attention please do let a receptionist know so that, whenever possible, it can be dealt with immediately

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## Appointment Length

Did you know that a standard appointment length is 10 minutes for a GP?

This is usually sufficient for the majority of problems that we see, and please rest assured that if your issue is more complex we will devote the required time to it, either by taking longer on the day (although of course this will result in patients after you having to wait longer) or by inviting you back on another occasion.



If you are sure that your problem will take longer than 10 minutes to sort out then please request a double (20 minute) appointment.

If you find that your GP is running late this will usually be because the patient in front of you has taken longer than 10 minutes. Please be patient as one day it might be you that has a problem that takes longer than average to sort out!

## Are you a carer?

If you are a carer please speak to one of our receptionists for one of our “Carer’s Packs”. These contain very useful information about benefits available, contact details for help, carer’s assessment, protecting yourself from scams, and various other resources.

## CQC

You may have seen in the news that from this year all GP surgeries will be required to be registered with the Care Quality Commission. This is an independent regulator of all health services in England, and has the authority to inspect any GP premises to ensure that standards are being met. Our management and clinical teams have been hard at work checking our procedures and policies and we are confident that we meet the required standards and will continue to regularly revise and update our policies and methods of working.



## Patient feedback

We are pleased to receive feedback on our services, and to make this easier for you we now have 2 boxes mounted on the walls, one in the main reception area and one in the same day care area, with cards next to them.

Here are some of the comments we have received so far...

Reception staff are always very polite and helpful.

SMS reminders are a brilliant idea.

Staff are very friendly.



## Hearing Loop

We now have a portable hearing loop which sits on the front desk at reception for use by anyone with a hearing aid. If you have a hearing aid we hope this will help when you are talking to our receptionists and is also available for you to take into a consultation with you



## Dr Hammond - Change in days worked

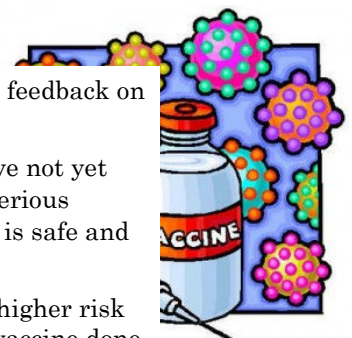
Dr Anna Hammond has changed the days which she works and is now available on Wednesdays and Thursdays

## Flu Vaccinations

We have had a very successful flu vaccination campaign this year, and received excellent feedback on the Saturday all-day surgery that we ran.

We now have 84% of people eligible for the flu vaccine covered. If you are eligible and have not yet had this vaccine please contact reception or ask during your appointment. Flu is a very serious disease for some people and we have an effective way of preventing by vaccination which is safe and painless.

Remember if you are pregnant or become pregnant during the flu season you are also at higher risk of complications from flu as the immune system is suppressed in pregnancy, so get your vaccine done.



## Free Chlamydia Tests

Scott Road Medical Centre  
Scott Road  
Selby  
YO8 4BL

Phone: 01904 724400  
Fax: 01757 213647  
[www.scottroad.org.uk](http://www.scottroad.org.uk)

Just a reminder that free chlamydia tests are available at this surgery for young people between the ages of 16 and 24. Just ask at reception or when you are in an appointment for a pack. You do the test at home, send it off and the result will be sent directly back to you rather than to the surgery.

For a great resource on all aspects of sexual health and local services go to [www.yorsexualhealth.org.uk](http://www.yorsexualhealth.org.uk)

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## Online Appointment and Prescription Ordering

We now have 19% of our practice population signed up to access our online services. This is an increase of 2.9% from when we wrote our last newsletter in the autumn. This is a very convenient way of booking your doctors appointment or ordering your repeat prescription. You can use it any time of day or night and it avoids having to potentially wait on the telephone.

Unfortunately you can't book nurse appointments online as our individual nurses have very different

skills and the expertise of a receptionist is required to book this sort of appointment for you.

We are sure there are lots more of you who could benefit from this service. To sign up either bring 2 forms of ID to reception or simply ask during your appointment.

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## New Vaccine for Whooping Cough in Pregnancy

There is a new whooping cough vaccine available now for use between 28 and 38 weeks of pregnancy. This offers protection to newborn babies during the first weeks after birth when the risk of complications from whooping cough is greatest. We encourage you to have this vaccine – your midwife can provide further information

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## Citizens Advice at Scott Road

Selby Citizens Advice continues to offer appointments within the surgery. You do not have to be referred by a clinician to take up this excellent tailored free confidential advice service for help with

Benefits and tax credits

Debt and budgeting

Family and personal matters

Appointments are currently available on Tuesday afternoon 1 - 4 and Wednesday morning 9 -12

