

Scott Road Newsletter



Autumn 2012



Scott Road
Medical Centre

www.scottroad.org.uk

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Flu Clinic



The main day for flu vaccinations this year is:

Saturday 6th October 2012.

If you are eligible for this you should already have received an invitation, or will get one shortly.

We strongly encourage you to have this if you are eligible.

We would particularly like to emphasise the importance of having a flu jab if you are pregnant as there is an increased risk of

complications from flu if you develop it when pregnant. The vaccination is safe for both mother and unborn baby.

If you have not been invited to attend on 6th October or at one of the other, shorter, clinics we have set up and you are eligible for the vaccination, then please contact Reception.

Whooping Cough and Pregnant Women

If you are between 28 and 38 weeks pregnant then you are eligible for a whooping cough (pertussis) vaccination. The antibodies produced by this will protect your baby from whooping cough until they are old enough to have their first routine vaccination at 2 months old.

Very young babies are at greater risk, and like the flu vaccination we strongly advise you to make an appointment at Reception to have this vaccination.

You should also contact Reception about this if you have had a baby recently who is currently under 2 months old and so has not yet had their first vaccination.

NHS Dentist

In recent years we have helped patients find an NHS dentist in a variety of ways. This has focussed on signposting patients to the PCT who held a database of patients in search of a dentist and dentists in search of patients and matched them up.

This service has been withdrawn by the PCT.

Dentists hold their own waiting lists now – it is a case of patients ringing around to find a dentist with an open list.



New Arrival

Congratulations to Dr Kath Hodkin who has given birth to a baby boy. She will be on maternity leave until next summer, and her work will be covered by Dr Gill Vater

Some of you may remember Dr Vater who worked at Scott Road in 2007



New Reception Manager



We are delighted to welcome new reception manager Janet Leeman who started work in August

Farewell

At the end of September we said goodbye to Dr Shaun O'Connell who left us to devote his energies to the newly formed Clinical Commissioning Board.

We wish him well in what will be a challenging new direction.



Clinical Commissioning Group

Clinical Commissioning Groups are due to replace the old Primary Care Trusts in April 2013.

Our CCG, the Vale of York CCG (VOYCC), is made up of 35 practices from around North Yorkshire and will look at how health services are provided and delivered and aim to buy (commission) these services in the most effective and cost-efficient way possible.

For more information on VOYCC see website

<http://www.nyypct.nhs.uk/ValeOfYork/index.htm>

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!

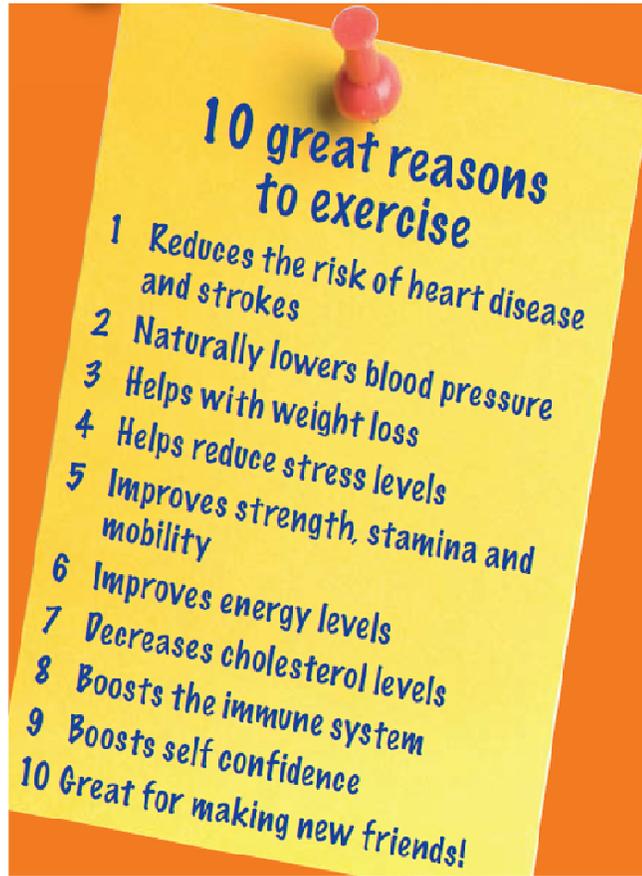
Exercise on Prescription

The Exercise on Prescription scheme is now up and running again at Profiles Health and Fitness Club, Portholme Road, Selby 01757 213758.

You can be referred by your GP or practice nurse for a 12 week course of structured exercise supervised by an exercise professional.

Each session will cost you only £1.

If you are interested please make an appointment with our Health Care Assistant.



Citizens Advice at Scott Road



A NEW SERVICE FOR PATIENTS

Selby Citizens Advice has 2 sessions a week HERE at the practice.

You can get help with:

- Benefits and Tax Credits
- Debt and Budgeting
- Family and Personal matters

Ask your Doctor or Nurse to book you an appointment, or ask at Reception.

Please let us know your details



Please could you make sure that when you come into the surgery or book an appointment we have your up to date contact details including mobile phone details. If you have booked an appointment we will send you a text message at 2pm the day before your appointment to remind you of it.

You will also receive a text if you have missed an appointment

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Missed Appointments

Since our Summer newsletter was printed just 3 months ago **391** people have not turned up for doctors appointments and **270** people have not turned up for nurses appointments.

This is a total loss of **65 hours** of doctors appointment time and **68 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.

Online Appointment and Prescription Ordering



If you have internet access, do you have your online login and password? This will allow you to book doctors appointments and order repeat prescriptions online, at a time of day to suit you, and without having to sit in a queue on the phone.

You can even cancel appointments online, which will then free up space for another person to book into.

To get your login details either ask your clinician if you are in a face to face appointment, or if you just want to pop in to the surgery please bring a form of ID such as a driving licence, passport or recent utility bill to Reception and the receptionist will be able to issue you with login details.

We currently have 16.1 % of our practice population signed up for online access.

We are sure that many more of you could benefit from this service, **so please sign up!**

Repeat Prescriptions

We have recently undergone a thorough review of our repeat prescribing system and have made some changes which should ensure that your repeat prescription is always ready and waiting for you when you come to Reception.

Please remember though that for this to work your repeat prescription must be requested at least 2 working days before it is to be collected.

Your GP may leave a highlighted message on the right hand side of the prescription with instructions to follow before ordering again.



If you need to see a Clinician before your next prescription please book this in good time otherwise a lot of unnecessary time will be spent sorting out your next prescription.

We are getting a lot of calls though to our urgent Same Day Care Clinics about prescriptions which have run out, and this is often something which could have been sorted out in a non-urgent way with some planning.

This takes attention away from the care of people who come into our Same Day Care Clinics who are often quite unwell.

Thank you for your support in this matter.