

Scott Road Newsletter



Summer 2012

Scott Road
Medical Centre

www.scottroad.org.uk

One Stop Review Clinic



We've been working on a new clinic to review people with long term conditions more efficiently. This will mean a single, much longer appointment each year rather than several appointments through the year. The clinic will be run by a doctor and nurse together.

We are trying this out with Dr Paul Docherty's patients initially. If it is an improvement for you, and for us, we will look to roll this out generally.

(Please note at the moment we are keeping diabetes in a separate area but eventually we will look to bring that into the "One Stop" appointment too).

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Flu season approaches

We may be feeling that the summer is just starting, but here at Scott Road we are already planning for this year's flu vaccinations!

The format of the clinic will be the same as in previous years, with those eligible for vaccination being invited by letter.

Please do take this opportunity to get yourself vaccinated if you are invited – flu can be a very serious illness and this vaccine does give you a very high level of protection.

The date for this year's clinic is:

Saturday 6th October 2012.

If you can't make this day the other clinics are available in October and November during normal surgery hours.

Anyone not at risk might still be able to organise a flu vaccination at a local pharmacy as many offered this service last year.



Upcoming maternity leave

Those of you who have seen Dr Kath Hodkin recently may have noticed that another baby is due soon. Dr Hodkin begins her maternity leave on 17th August

We will expect her back in the middle of next year, and wish her all the best with her growing family!

Dr Hodkin's patients will be looked after by Dr Johannes Schoettner from 17th August to 17th September, and by Dr Gill Vater after this date. Some of you may remember Dr Vater who worked at Scott Road in 2007



New Nurses



As a boost to our nursing team we are currently employing two new locum nurses to do long term regular locum work with us. They are both highly experienced. Rose Riley is a general practice nurse, and Elaine Harrison is a prescribing and minor illness nurse. We are delighted to have them as part of our nursing team.

Communicating with patients

As you may know our patient survey at the end of last year highlighted a lot of areas where we could improve our communication with patients.

We have worked with members of our Patient Participation Group on a communication strategy which has given us a plan for how we will improve our communication with you over the next year. Please look out for copies of this in reception and on the TV in the waiting area. These should be available from the middle of July.



Some useful contact numbers

Emergency services	999 or 112
NHS dentist	01904 724107
Blood taking Selby hospital	01904 724310
DAS (District Alcohol Service)	01757 293600
CRUSE (Bereavement Service)	01904 481162 or 01405 767676
CAB (Citizens advice Bureau)	08444 111 444
NHS Direct	0845 46 47
North Yorkshire Stop Smoking Service	0300 303 1603 (free advice on how to stop smoking and support available near you)

www.yorsexualhealth.org.uk (for information and advice on all aspects of sexual health and services available near you)

Get prepared for healthy travel

It's holiday time! 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. 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!!



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

Scott Road Medical Centre
Scott Road
Selby
YO8 4BL

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

Missed Appointments

Since our Spring newsletter was printed just 3 months ago **340** people have not turned up for doctors appointments and **275** people have not turned up for nurses appointments.

This is a total loss of **57 hours** of doctors appointment time and **69 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 7.2 % 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 hopefully mean 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.