



Chapel Street/Mayfield Road Medical Centre

Summer Newsletter 2019



Staff Changes over the last 4 Months

We were sorry to say goodbye to receptionist Kate and good luck to Helen who leaves us for a while to have a baby.

Retirements

Sadly we said goodbye to Dr Young, Dr Matthews and Dr Lachner. Dr Lachner will be around for a short while kindly helping us out over the summer.



We welcome Dr Charlotte Aldworth who joins us on Wednesday 24th July 2019. We also welcome back Shelley from maternity leave.

All prescriptions to be issued electronically as of 1st July 2019

As of the 1st July 2019 **ALL REPEAT PRESCRIPTIONS** will be sent electronically. If you have not nominated your preferred pharmacy then please do so immediately. You can do this by speaking directly to one of our receptionists or by going in to your preferred pharmacist and asking them to do it for you.

Get more control of your health and care. [Get the NHS App.](#)

- Book and manage appointments at your GP practice
- Securely view your GP medical record
- Order your repeat prescriptions
- Check your symptoms, get instant advice, and more

Visit www.nhs.uk/nhsapp for more information

Self-Care Awareness

Quicker - No need to wait for a GP appointment, you can buy the medicines you need over the counter at your local pharmacy or supermarket and have them ready to use at home.

Easier - Many treatments can be bought without the need for a prescription at your local pharmacy or supermarket, often for much less than a prescription charge.

Simple - Advice and information about self-care is widely available online. You can also call into any pharmacy for advice on the best treatment for minor illness.

Considerate - Self care helps relieve pressures on GP practices, A&E and could potentially save the NHS around £136m every year

Find out more about self-care at: www.nhsstaywellderbyshire.co.uk



Personal Information

We are increasing the use of text messaging to communicate with patients; it is therefore important to ensure we have your correct / up to date contact details on your records. If you do not wish to receive text messages from the surgery, please let us know so that your records can be updated accordingly.

Medicines Order Line (MOL) (Change of opening times)

We are now using the services of the Medicines Order Line (MOL) for our patients to order repeat medication over the phone. This is a great new service that is being provided by the CCG and manned by trained staff, which has been a huge success for other GP surgeries in the area, and will enable you to ring the MOL and request your repeat medication without having to come in to the surgery to request this in writing. The MOL team will issue the prescriptions and send them to your nominated pharmacy. Patients are still able to order via SystemOnline. To order your prescriptions, please contact the Medicines Order Line on 0115 8550260 or the surgery on 680520/680530 and press option 1. **The line is now open Mon-Fri between 09.00am and 4.00pm.**

NOTICE TO PATIENTS FROM THE PARTNERS

We are very sorry if you have difficulty booking an appointment at present.

The Practice, like many others, have experienced difficulties recruiting clinical staff. However, we are pleased to say that we have successfully recruited 1 additional GP who are due to start with us at the end of July.

Unfortunately this means that you may experience some difficulty throughout July and August in trying to obtain an appointment.

Throughout July and August we will be approx. 300 appointments down per week

We request that you try and work with us throughout this period. How you can help:

- Only request appointments when you genuinely need one – you can obtain advice regarding minor ailments from the Pharmacist or 111
- Home visits are for the truly housebound patients
- Please do not wait until you have run out of medication. You can order your medication 7 days prior to you running out
- Cancel any unwanted appointments
- Appointments are 10 minutes long, please be mindful of this when seeing the clinician
- ***Treat all members of staff with dignity and respect. It is NOT the receptionists fault that we are currently short of appointments***

Patient Participation Group

We have a patient participation group, made up of patients who meet approximately once a year to discuss our practice, the needs of our patients and the services we provide. If you are interested in becoming an active member of this group, please contact the surgery.

Last month we held a cake sale for Marie Curie and raised a fantastic amount of £126.35. Thanks to everyone who helped in any way.



Finally a few words from Dr Young

It's time, after 34 years and 3 months to say farewell with a few words of reflection. I've seen a lot of change as medical technology continues to advance and care delivery becomes ever more complex. We had the rise of "Evidence Based Medicine" in the nineties and then the development of greater Quality Assurance in the noughties. By that I mean we created clinical guidelines and protocols that were closely linked to medical research. We then sorted out a framework through revalidation by the GMC and then, more recently, practice inspection by the CQC to check that we all walk the walk as well as talking the talk. I am proud of our current CQC rating which is "Outstanding".

We've moved on from trying to know everything as individual clinicians and working all hours, there's just too much now. We "broker" the vast medical knowledge base with you and divide the more skilled work between our team members. We've moved from personal 24-hour cover to develop separate out - of - ours organisations. We offer more preventive medicine with about a third of our activity promoting healthier lifestyle and intercepting risks such as rising blood pressure, cholesterol, weight and blood sugar. We developed a bigger team to do that alongside systematic desktop prompts and decision support from our IT.

The core primary care skill, though, has not changed. We need to bring preventive medicine to the consultation in a compassionate way without swamping you or putting you off coming! We need to make sure that power is given to you by listening properly to your concerns, supporting you when you're in trouble and providing accurate advice and truly informed choices. That's the magic. It's been a great privilege for me to share your experiences and try to help you make sense of them.

I must of course thank our team members both past and present. GP colleagues, nurses, reception, support staff and managers have been fantastic, consistently offering you their skills with dedication fuelled by their sense of mission. We are all truly lucky to have them.

May I finally wish you all the very best for the future and a warm welcome to our successors.

David Young – GP Partner