

Practice Newsletter



Montague Medical Centre, Fifth Avenue, Goole DN14 6JD Tel 01405 762830 / 01405 800600

Staff Changes

We are delighted to welcome our new Practice Nurse, Eilidh who joined our team at the end of December. Eilidh has worked as a Community Nurse since 2010 in both Goole and Hull. Prior to this she worked in the Critical care units at Hull Royal Infirmary and Castle Hill Hospital, in the high observation bay for upper GI surgery.

Eilidh says "I look forward to joining the team as a Practice Nurse. Whilst many of my nursing skills are transferable, I am currently undergoing training to be able to do some of the tasks which are specific to practice nursing, such as smear taking and childhood immunisations. This training will enhance my skill levels and enable me to provide a fully comprehensive nursing service for the practice".

We also welcome two new reception staff Alison and Charlotte. They are currently undergoing training but will do all they can to help you. Please be patient if they have to ask other members of staff to help them with your query.

Over the winter months the phone lines have been exceptionally busy. Our appointment system does not necessarily require you to ring in at 8.00am as it is often very difficult to get through at this time, 8.00 – 9.30am is still the prime time for the highest volume of calls. We have ensured that ALL staff members are answering the calls at this time of day to get these calls dealt with quickly and efficiently. As a Practice we have stopped all time constraints for ringing for queries and results, but we would suggest waiting until after 11.00am for routine calls.

The demand on the phone lines can be great but we would like to assure you that your calls are answered as quickly as possible.

We would like to apologise for any delay or inconvenience you had trying to get through on our phone lines, we are working hard to try to ensure that this does not continue to happen.

Minor Ailments Scheme

If you or your child has any of the following symptoms:

Cold sores, ear wax, mouth ulcers, head lice, threadworms, thrush, athletes foot, diarrhoea or groin itch.

You can get free of charge treatment under the "Minor Ailments Scheme" at your local pharmacies.

Ask your pharmacist for advice. Pharmacists are trained to deal with minor ailments. You will receive quick, expert advice without the need to see your GP. GPs will be able to spend more time focusing on those patients that really need their input.

Appointments

Your appointment is a dedicated appointment for you to discuss your health concern. We politely request that you do not ask for other members of your family to be seen in your appointment time.

Appointments with a GP are 10 minute appointments so it is not possible for the GP to consult in sufficient detail with more than one person.

In most cases 10 minutes is a perfectly adequate appointment length, however if when booking your appointment you feel that 10 minutes will not be long enough please ask the receptionist to book a longer appointment for you. This is important if you have more than one health complaint or a complex health concern. This way the GP can assure you of their full attention without being concerned about time constraints. Our GPs may ask you to book another appointment if you wish to discuss more than one issue.

Our reception team have a very difficult job to do. The GPs have asked them to ensure that they effectively utilise all of the appointments available, to ensure that the right patients get seen by the right clinician in a timely way.

The reception team have undergone a rigorous training plan in order to be able to provide a knowledgeable and professional service to our patients. They are equipped with strict protocols within which they must work.

Whenever you ring and speak to a receptionist they will greet you and ask for your name and one security question such as asking for your telephone number. They have to do this every time as it is of vital importance that they ensure they have the correct patient details in front of them when dealing with your call; you would be surprised how many patients we have with the same or very similar names.

If you need a same day appointment the receptionist has been asked to obtain the reason for your appointment. They do not require a full breakdown just a very brief overview. The reason for this is very important; it is to ensure you get booked in with the right healthcare professional, as our GPs and Nurses don't all do the same things. The Reception team are trained to book appointments appropriately, and to recognise truly urgent needs and those where a telephone call from a clinician may be more beneficial.

Receptionists **cannot** take requests for repeat prescriptions over the phone. Why not try our online prescription service ?

We believe our receptionists provide a friendly caring and professional service and hope that this is your experience of them too. Without them, we certainly would be lost !

Phone Details

It is important to us that your records are up to date, particularly with regard to your telephone numbers, be it your landline or your mobile. If you change your mobile and change your number, please remember to let us know. It may be that we need to give you a call and without your up to date phone number this could cause a delay. The same goes if you change your address.

CQC Inspection

The Care Quality Commission (CQC) is the independent regulator of Health and Social Care in England. They do this by inspecting services and publishing their findings, helping people to make choices about the care they receive. The CQC undertook a "routine inspection" of our Practice in November 2015. We are very pleased we have been given an overall rating of "Good".

Further information and the full report can be obtained from the CQC website.

Home Visits

These are intended only for patients who are unable to attend the Surgery because of their medical condition. Where possible, please contact the Surgery before 10.30am to enable us to plan our visits.

If you can attend the Surgery please do so as we are better equipped to take care of you there and it saves valuable GP time.

If you request a home visit the receptionist will ask for a brief overview of why the visit has been requested. All home visits are at the discretion of the GP, and you may receive a telephone call from one of the doctors to gather further information prior to making the decision to visit.

Non Urgent Telephone calls

Our phone lines can be very busy from 8.00 – 9.30 – if you need to ring us on a morning about something other than booking an appointment, we request you please wait until after 11.00am.



Did you know we have a website with further information about the Practice -

www.montaguemedicalpractice.co.uk

Training Days

Our next scheduled training day when the surgery will be closed from **12 noon will be Wednesday 13 April**. If you need to contact a doctor in an emergency, please call the **Out of Hours Service on 111**.



Asthma Annual Review

If you have asthma it is important to attend for your annual review with the Practice Nurse.

Your review with the Practice Nurse

- enables you to discuss any problems you have been having with your asthma control.
- discuss your asthma medication, how it works and why it has been prescribed for you. Are you happy with it?
- will check your inhaler technique to make sure you are getting your asthma medication correctly.
- check that your inhaler device is right for you.
- will discuss and complete with you your Personal Asthma Action Plan so you know what to do if your asthma control gets worse.

Make the most of your annual review it is there to help you !



Bank Holiday Closures

Our Next Scheduled Bank Holiday closure will be Easter

We will be closed Friday 25 March 2016 and Monday 28 March 2016

During these periods if you require the services of a Doctor you should call the

Out of Hours Service On **111**.

*Are you a **relative** of someone with **psychosis** or **bipolar disorder**?*

- Do you feel **DISTRESSED**?
- Would you like **SUPPORT** and information via an online toolkit for relatives?
- Would you like to take part in an **ONLINE** research study for relatives?
- If the answer to these questions is **YES** then we'd love to hear from you!

REACT (Relatives Education And Coping Toolkit) is an online peer-supported toolkit for relatives of people with psychosis or bipolar disorder. We are conducting a study to test the effectiveness of REACT for reducing relatives' distress and explore the costs involved in delivering this intervention.

For more information or to register your interest for this study please visit

www.reacttoolkit.co.uk

Or contact the REACT Team on react@lancaster.ac.uk

This project is funded by the National Institute for Health Research Health Technology Assessment (ref 14/49/34).

GP screen poster REACT Version 1.1 20.10.15



Breast Screening

The NHS Breast Screening Service is due in our practice area from March 2016. Breast screening is currently offered to women aged 50 – 70 in England. However, the NHS is in the process of extending the programme as a trial, offering screening to some women aged 47 – 73.

You will first be invited for screening between your 50th and 53rd birthday, although in some areas you'll be invited from the age of 47 as part of the trial extension of the programme.

If you want to change the appointment you've been given, contact the name and address on your invitation letter.

More information about screening can be found at www.cancerscreening.nhs.uk or www.hey.nhs.uk/hbss



Bank Holiday Closures

Our Next Scheduled Bank Holiday closure after the Easter Holidays will be **May Bank Holidays**.

We will be closed Monday 2 May 2016 and Monday 30 May 2016

During these periods if you require the services of a Doctor you should call the

Out of Hours Service On **111**.