**Autumn Newsletter 2018**

**Staff News**

We are delighted to welcome Dr Nawaz who is working at the The Medical Centre on a Monday with a view to do Fridays too. We would also like to welcome Practice Nurse Christine who is in the Treatment room and Advance Nurse Practitioner Julie. Christine can complete all treatment room roles and review long term conditions. Julie will see all medical related problems. We also bid a sad farewell to Nurse Bev and Nurse Jean and wish them the very best of look on their new ventures.

We would like to congradulate Nurse Shelley and Sam who are undertaking a three year course to become Advanced Nurse Practitioners and our Clinical Pharmacist Alison is completing a course to become an Advanced Clinical Practitioner.

**Extended Access Online Access**

Extended access is a service that offers appointments with a healthcare professional on an evening or at the weekend, it also offers appointments to be assessed by a physiotherapist. This service is made up of four elements, these include;

1. Saturday Morning Appointments- these are held at one of 4 hubs, Askern, Thorne, Conisbrough and Tickhill. These appointments include GP’s, Advance Nurse Practitioners, Practice Nurses and Healthcare Assistants.
2. First 2 Physio- This is based at Devonshire House at Cavendish Court where patients can be seen with up to a 6 month history of musculoskeletal conditions.
3. Inclusion Health- These are drop in clinics for Wharf House (homeless hostel), new migrant/ Asylum Seekers.
4. Same Day Additional Capacity

**Online Access**

You can book appointments and order prescriptions through the online access. If you wish to access this service please speak to one of the medical support team and this can be set up for you.

**Electronic Prescribing**

To allow quicker and easier access to your medication if you sign up to a chemist local to you and also accept electronic prescribing as this allows your prescription to be signed online and sent like an email straight to the chemist you have chosen.

**Helping You To Choose Well**

The app Doncaster CCG allows you choose a service you require and points you to the ones in your area, there is also a reminder option to help prevent appointments being missed. This application is a great way to help you get to the most appropriate service for your ailment/injury.

You can also access NHS 111 through this website: <https://111.nhs.uk/> you input your symptoms and it uses your location to guide you to the most appropriate services.

**Patient Participation Group**

The last Patient Participation Group of 2018 is on 13th December where we will be discussing the following years meetings and speakers we will also be going over the triage process that takes places over the phones when booking an appointment.

**3 Before GP**

We are asking our patients to adopt a new three-step mantra to help relieve pressures on GP services. This mantra has been published by the Royal College of GPs to help combat the pressures within general practice.

Ask yourself these three questions before booking an appointment with their GP

CAN I?

1. Self-care
2. Use NHS Choices or similar reputable websites/ resources
3. Seek advice/treatment from a pharmacist?

**Minor Ailments Scheme Available at your local pharmacy**

The NHS Minor Ailment Scheme is for adults and children from the age of two who want treatment for a minor illness included in your local scheme.

You are able to use the NHS Minor Ailment Scheme to get advice and, when appropriate, treatment for certain common illnesses without seeing a GP.

If you do not pay for your prescriptions, medication is issued free of charge.

This scheme is convenient as there is no need to make an appointment at the surgery and many pharmacies are open at the weekend. Pharmacists can also refer you to see someone at the surgery if necessary.

**Seasonal Flu Vaccinations**

The Surgery is now taking bookings for annual flu jabs. Flu vaccines will be available from the middle of September. We recommend all patients over 65 and anyone with a chronic disease e.g. Diabetes, COPD, Heart Disease, Asthma, have a flu jab. Please ring for an appointment or book on-line. If you have an appointment at the surgery and we have the flu vaccinations available you can have this during your appointment. Please ask at reception if you are unsure.

**Staff Training Dates**

The Medical Centre is closed for staff training from **12.00 pm on Wednesday November 14th 2018.** We will open as normal from 8am on Thursday 15th.

**DNA Policy:**

When a patient fails to attend an appointment with a healthcare professional a note is made in their electronic medical record. If a patient fails to attend 2 appointments within a 12 month period, the patient will then receive a letter reminding them of the importance of cancelling an unwanted appointment in good time and detailing the consequence of not cancelling. If they fail to attend another appointment in 12 months, the Practice Manager will write to them to say this has been brought to the attention of the Partners where the usual next course would be to remove the patient from our list without further discussion unless they can provide a valid explanation in support of them remaining on the list.

If you do need to cancel an appointment please give at least 24 hours’ notice. Please also remember that if you cancel an appointment it may not be possible to offer you an alternative appointment on the same day.

In the last 4 months we have had a total of 762 unattended appointments which are shown below:

* June - 184
* July - 220
* August - 182
* September - 176

**To cancel appointments please call:**

**01302 349431**