

NEWSLETTER

Issue 2

June 2017

Staffing News

We would like to welcome three new members to our team
Kelvin Hurd joins us as an Allied Specialist Paramedic
Jennie Clappison has joined our Patient Services Team
Alison Truscott joins our Acute Team as an Advanced Nurse Practitioner. These new appointments will help with the increasing demand at the surgery. We hope they will be very happy in their new roles with us.

New Apprentice Opportunity

Our newest apprenticeship position is within our Patient Services Team and will include working closely with our Doctors, Locum GPs, Nurses, Healthcare Assistants and Support Staff. The apprenticeship will start in September 2017 and the role will initially be within our administration team. This will provide an understanding of how we work and could act as a springboard for opportunities in the future. You will enjoy a wide variety of tasks and you will be guided and mentored through your formal qualification. You will be given all the time and support needed whilst you study towards your NVQ level 2 in Business Administration. Ideally we are looking for bright, ambitious and enthusiastic individuals with an appetite for learning and who love working within a team. You will need a good academic track record, excellent organisational and customer service skills and a great communicator. If this sounds like you and you can rise to the challenge, get in touch, we would love to tell you more. Call 01964 613221 or email Emma Hoe (Assistant Practice Manager) emma.hoe@nhs.net.

Antibiotics – the truth

We are finding that many of our patients are attending the surgery with common illnesses that are caused by viruses. Patients often ask for antibiotics which they think may help. Please remember that antibiotics cannot kill viruses, they can only help with bacterial infections. Overuse/mis-use of antibiotics can lead to some bacteria becoming resistant.

Wheelchair Hire/Mobility Aids

Withernsea Lions may be able to assist with the hiring of a wheelchair - If you are in need of a wheelchair please contact the Lions Shop in Queen Street, Withernsea.

British Red Cross Hull provide short term loans (maximum of 4 weeks) of mobility aids to people in need, including wheelchairs, commodes, walking sticks and frames – Contact 01482 499830. The phones can be busy, please leave a message for them and they will get back to you.

Age UK Hull provide hire of wheelchairs only (hire for 3 weeks at a time, but there is an option to extend). This service is provided to those over 50 years of age only – Contact 01482 324644

Reducing Medicine Waste

Every year an estimated £1.5million is lost across the East Riding of Yorkshire through medicine waste alone. Repeat prescriptions that are ordered and collected, but unwanted and not used, are one of the biggest problems. If you do have repeat prescriptions please only order those items that you need and are running out of, any of the other items can still be ordered for you at a later date when needed. Once medicines have been dispensed and have left the dispensary/chemist they cannot be recycled. Please, if you have the time, open the dispensing bag to check that only the medication you have asked for has been dispensed to you. If there are items that you do not need but have been given, you can give them back straight away and then those items can be put back on to the shelves. The £1.5 million that could potentially be saved each year in the East Riding of Yorkshire through better medicine management could, for example, be spent on:

- 17 District Nurses
- 71 drug treatments courses for breast cancer
- A whole year's support with a Dementia Advisor for the 1,350 people diagnosed with early dementia

Patients Representative Group

At SHMP we really value feedback from our patients. We have a small friendly panel of patients who meet every quarter to share their experiences and to work with us and to suggest ways the surgery can improve. We currently have a space on our panel and would love to hear from you if you would like to take part. Please contact Lynne Bates on 611621 or email lynnebates@nhs.net to register your interest.

Appointments at the Surgery

We want to reassure our patients that we are doing all we can to help address the situation surrounding difficulties some patients are experiencing in obtaining routine appointments. This problem has arisen, in the main, because there is a shortage (nationally as well as locally) of GPs. We are actively recruiting additional staff to help with this. We already offer acute appointments for conditions that need to be dealt with on the day and patients using this service will be seen by a specialist within our Acute Team and who work alongside our Duty Doctor. These appointments are for matters which are considered urgent and you will be asked by our Patient Services Team the nature of your problem. This is to ensure that the appointment being made is the most suitable. The Patient Services Team are bound by the same confidentiality as your GP. We are a training practice and some of the appointments can be picked up by our Trainees and Trainer GP. We often find patients request appointments for bites, sprains, burns etc which are more suitably dealt with by the Minor Injuries Unit at Withernsea Hospital. Most eye problems can be dealt with by your local optician.

Feedback

....just a reminder to please leave feedback for us, we would welcome your feedback and have received some very positive comments in recent months - it is always nice to hear how well we are doing. Your comments can be left via a variety of different routes

- NHS choices
- Friends and Family Test – online via our website or ipad in reception - or we have paper copies which can be completed and posted in the box in reception

If you need to raise a service issue in the first instance please speak with our Patient Services Supervisor, Helen Thompson.

Online Access

Did you know you can book appointments with the GP, request repeat prescriptions for medications you take regularly and look at your medical record on line. To request online services you will need to complete an application form available from reception and bring in photo ID (passport, bus pass are ideal) and an up to date utility bill.

WebGp Launch

Coming soon.....

Online e-consult : A system that enables patients to self-manage and consult online with their own GP through their practice website.

More details will follow, please check our website, facebook and twitter feeds for further details

Do you need help with...

Housing problems, bereavement, loneliness, exercise, motivation

Please speak with our Patient Services Team who will arrange for you to have a chat with our new Navigator, Jess.

Finally...

We have had **675** wasted appointments since 1 January this year. Please please can we ask that you remember to cancel your appointment if it is no longer required.

We do offer an SMS reminder service via your mobile phone all we need is your mobile telephone number. If you would like to take advantage of this reminder service please speak with our Patient Services Team.