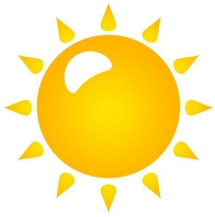


# YORK ROAD GROUP PRACTICE - NEWSLETTER - SUMMER 2017



We would like to welcome to Justine our new Nurse who joins the Practice in July and we also say goodbye to Jenny who is leaving the practice at the end of July

## GP REGISTRAR

Dr Eakin completes her 12months at the end of July and we welcome Dr Phang who has already joined us for the next 3-6months

## Training Dates 2017

The practice is closed for training from 12noon on the following dates:-

**Thursday 27<sup>th</sup> July**

**Tuesday 22<sup>nd</sup> August**

**Wednesday 20<sup>th</sup> September**

## August Bank Holiday closing

The practice will be closed on the following day: -

**Monday 28<sup>th</sup> August 2017**

Please remember to order your repeat prescriptions in plenty of time as they take 2 working days to process them

## YEAR OF CARE SERVICE

All patients with a chronic disease will be invited in the month of their birthday to attend a 20minute appointment with the Health Care Assistant to have bloods & any tests done (including foot check if needed)

The results of these tests will be sent out to the patient one week after the appointment along with advice sheets and a form to complete about their general health.

The patient must then bring their paperwork with them to see the nurse 2 weeks later to discuss the results and then they can work with the Nurse to identify any goals, changes they wish to make to their lifestyle to help improve their wellbeing.

## NHS Health Checks

All patients registered with our practice between the ages of 40 and 74years of age who do not have a diagnosis of a chronic disease, will be invited to come in for a free Health Check with the Health Care Assistant. This is a 20

minute appointment which includes blood test for Cholesterol, BP & Health lifestyle advice

Please ask at reception for details

## ACUTE VISITING SERVICE

Often patients call the ambulance out and their symptoms are not serious enough for them to be admitted to hospital. When this happens the ambulance crew will assess the patient's condition and contact the practice for the GP to assess and deal with the patient.

## E-CONSULT

### Another way to access healthcare

If you have access to the internet this is a really easy system to use.

To access the system you need to go through our website.

<http://www.yorkroadgrouppractice.co.uk/>

You don't need a password. You simply open the page input your symptoms and answer the questions when prompted and it will take you through the most appropriate route to get the health care you need.

Please note the email service isn't a same day service and patients using this will have a response by the end of the next working day.

Please ask at reception for more details

## Carers Information

Do you look after a relative or friend who needs help due to illness, disability or age? Then you are a carer

Did you know there is lots of local help and advice available please ask for Margaret at reception for a carer's pack

## ACCESS TO RECORDS

If you sign up for this service not only will you be able to order your repeat prescriptions and book appointments on-line, but also view the following parts of your records; Medication, Allergies, coded consultations & results pages from the date you sign up

To be able to use this system you will need to bring in two forms of Identification one must have a photo, we will then issue a user password and activate the computer to allow you to do

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this, normally it can take up to 5 days to complete.

Parents can register children under 14yrs of age but once they reach 14yrs old the system is switched off and the actual patient has to re-register themselves.

We have seen a huge increase in phone calls to the practice between 8am until 6.30pm and we never seem to have any quiet times, so to help reduce the number of phone calls and waiting times for patients we would like to encourage you all patients to join the access to records scheme then you can view your own test results, order your repeat prescriptions and book your own appointments from your own computer.

Please ask at reception for more details

## NHS ENGLAND'S

### Accessible Information standard

If you or someone you care for has a disability, impairment or sensory loss and you feel would benefit from us communicating with you in an alternative method which would be easier to access and understand then please speak to a member of staff to discuss your needs.

For more information patients and carers can view the accessible information standard on NHS England website:

<https://www.england.nhs.uk/ourwork/patients/accessibleinfo/>

### Wellbeing Co-ordinator

Barbara Flynn Southern can now offer appointments on a Tuesday morning in practice via referral from your GP or Nurse.

She can help with any of the following:-

Finance issues

Leisure & social contact

Managing long term health conditions

Social Care

Information on equipment which will prolong independence

Exercise classes

Behavioural change

Housing and home maintenance

### Patient Participation Group

If you feel you would like to know more about

Or have ideas for shaping our services and services within our local area, why not come along and join our group.

We meet quarterly here at the Practice in the evening or see our website for details of our virtual group

**Forthcoming dates:**

**Tuesday 6th September 6pm**

### Community Physio Service

Physio assessment clinic Monday between 1-4pm

You can now book an appointment with Tanyia Booth for an assessment without seeing a doctor for any of the following conditions:

- Back pain
- Neck pain
- Shoulder pain
- Sports injuries
- Sprains and strains
- Trapped Nerves
- Twisted ankle
- Whiplash

### Pharmacy First

Please remember you don't always need an appointment to see the doctor you can use Pharmacy first service at your local chemist