

YORK ROAD GROUP PRACTICE - NEWSLETTER - SPRING 2018



We welcome back Nurse Kathryn from Maternity leave.

Congratulations to both Rachael and Sean who both recently qualified as Phlebotomists you will see them in our blood clinics.

We say goodbye to Sam our HCA who left us in January and Christine one of our ANPs who is retiring in March

Training Dates 2018

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

Tuesday 24th April 2018

Tuesday 22nd May 2018

Thursday 28th June 2018

Remember to call 1-1-1 if you have a clinical condition that cannot wait until the practice re-opens

Easter Bank Holiday closing

The Practice will be closed on **Friday 30th March & Monday 2nd April**

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

May Bank Holiday closing

The practice will be closed on the following two days: -

Monday 7th May 2018

Monday 28th May 2018

Extended Hours service

Can be booked here via reception or by phone on 03001237743

Please remember to cancel your appointment using the number above if you can't attend.

NHS 1-1-1 Service

When the practice is closed please phone 1-1-1, this is a Freephone number

1-1-1 is a 24hour advice line, they will triage your symptoms and either give medical advice or signpost you to the most suitable service for your health condition.



Website

Why not look at our website and check out the local hub link which is full of details for self-help and voluntary groups in our area.
<http://www.yorkroadgrouppractice.co.uk/gp/>

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. 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.

Signposting

All our practice admin staff has completed sign-posting training.

When you contact the practice they will ask you for a description of your health condition and will signpost you to the best person who can help you with symptoms.

Either:-

- Advanced Nurse Practitioner for Chronic disease or minor ailments
- GP telephone call

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- GP face to face consultation
- Practice Nurse
- Health Care Assistant
- Extended Hours
- Pharmacy service - Minor ailments
- Physio service - sprains and strains
- Wellbeing co-ordinator - social issues
- 1-1-1 - for medical advice

Our staff who have completed the dementia friends training, please ask if you need any assistance.

Text Messaging service

The practice has started sending out text reminders to all our patients

All reminders are sent out on the day prior to the booked appointment and if you reply "cancel" this will automatically cancel the appointment. We would like to thank those patients who have been using it to cancel their appointments.

We have also started sending out reminders to patients with long term conditions to ask them to book an appointment for their annual review.

Please ensure you keep us updated with your new phone numbers

Please remember to opt out if you do not wish to receive messages by contacting reception.

Access to records on line

Why not register with us to activate access to your own medical records on line.

You can then use the system to book an appointment or order your repeat medications or access your medical records. (Medication, Allergies, coded consultations & results pages)

If you are interested in accessing your medical records on-line please ask for a leaflet at reception (to register you will need two forms of identification one must be photo id) This is not available for patients under 16yrs of age.

We highly recommend this service for all our patients on repeat prescriptions as it is quicker

than ordering your medications through the pharmacy. You can do it from home.

Also for all our patients with long term conditions, you can view your results and hospital letters via your home computer or mobile phone.

And it is also really useful if you need to attend a hospital or GP surgery somewhere else in the Country and you can access your own records via your mobile telephone

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 access and deal with the patient.

HAPPY EASTER TO ALL OUR PATIENTS

