

Ayton and Snainton Medical Practice

Autumn Newsletter 2019

When contacting us by phone:

Like many GP practices we are experiencing increased workload and we recognise that our call volume has increased. Currently our reception phone lines are taking incoming calls for 12 hours per day and our dispensary phone lines are taking prescription orders for 7 hours per day. To help address this we are creating a dedicated call centre. Therefore we would encourage patients to ring during the morning when more staff are available to answer your call. We hope this will lead to less congestion on our phone lines.

ALL TELEPHONE NUMBERS WILL REMAIN THE SAME.

- If you are calling to book an appointment, request a home visit or have queries please contact the call centre by calling the normal reception number.
- If you are calling to order/request medication or have a medication query please contact dispensary. Please note you can leave an answerphone message with your medication order 24 hours a day.



Ayton Reception: 01723 863100
 Snainton Reception: 01723 859302
 Dispensary: 01723 864553



When contacting us by phone please ensure you call the appropriate number depending upon the reason for your call.

Why does the receptionist need to ask what is wrong with me?

Our reception staff are important members of the practice team and are trained to ask certain questions to help make sure you receive:

- The most appropriate medical care
- From the most appropriate health professional
- At the most appropriate time.

Reception staff, like all members of our team, are bound by patient confidentiality.

Alternatively you can register for Online Services:

Did you know you can book GP and Blood Test Appointments, order medication and view your medical record online?

There are two ways in which you can do this:

1. Visit reception with two forms of identification, one of which should be photographic and complete an application form.
2. Download the NHS App. The App also allows you to check your symptoms and get instant advice.

Please note that blood test appointments are ONLY for patients who have been asked to book in by a Healthcare Professional.

Keep us up to date

Have you changed your address or telephone number recently? You can update your details through our online services or by contacting reception.

FLU 2019/2020 It is that time of year again!

Clinic Dates	
West Ayton <ul style="list-style-type: none"> • Saturday 21st September • Tuesday 24th September • Saturday 28th September • Saturday 5th October 	Thornton Dale <ul style="list-style-type: none"> • Tuesday 10th September • Tuesday 17th September • Tuesday 1st October • Tuesday 15th October
Snainton <ul style="list-style-type: none"> • Saturday 28th September • Saturday 12th October 	Seamer <ul style="list-style-type: none"> • Wednesday 2nd October • Wednesday 16th October

Please note that you can attend any site for your flu vaccine. If you are unable to attend during one of these clinics or are housebound please contact reception who will offer you an alternative.

If you are eligible for a flu vaccine but would prefer not to have one please let us know to save us contacting you.

Can I have the Flu Vaccine?

Eligibility for Adult Vaccine:

- Anyone aged 65 and over.
- Aged 18-64 and have certain health conditions
- Pregnant Women
- Carers

Eligibility for Children's Nasal Flu Vaccine:

- Aged 6 months—2nd Birthday with certain health conditions (Injection at GP Practice rather than Nasal Spray)
- Aged 2 & 3 years on 31.08.19 (Given at GP Practice)
- Aged 4-10 years (Given at School)
- Aged 11-17 years with certain health condition (Given at GP Practice)



Like us on Facebook for regular updates

Repeat Prescription Service

We are continually reviewing our prescribing to ensure that the relevant safety checks are in place. This includes making sure that your prescription is appropriate and ensuring that medication reviews are up to date to ensure you are receiving the correct treatment. These safety checks take time to process. Please help us to help you by booking in for your annual review during your Birthday month as this will prevent the delay in medication being processed.

ORDER	COLLECT
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Thursday
Sunday	Thursday

Please allow a **MINIMUM OF 3 FULL WORKING DAYS** before collecting your prescription.

Please use the table to the left to determine when your

prescription will be ready for collection. However there may be occasions where medication is delayed due to further discussion needed with a healthcare professional or further alternatives sourced. We appreciate your patience in these circumstances. Please note that Dispensary is open Monday to Friday 8:30am – 6:30pm and CLOSED on weekends and bank holidays. Please allow additional time when ordering your prescriptions around bank holidays.

Getting your medication if there's a no-deal Brexit

The government is working closely with the NHS and suppliers to make sure medicines and medical products continue to be available in all scenarios.

Please keep ordering your repeat prescription and taking your medicines as normal.

It is very important you do not order more medicines than normal. If you do, then it may mean that other people won't be able to get their medicines.

For more information visit: <https://www.nhs.uk/conditions/medicines-information/getting-your-medicines-if-theres-no-deal-eu-exit/>



GP Specialist Trainee

Dr Sophie Hoult and Dr Adrita Paul have completed their placement with us; we wish them good luck as they continue their training. We welcome Dr Cahir Doherty and Dr Simon Arch who will be with the practice for the next year.

Good Luck

We say farewell to Sister Paula Kelly from our Nursing team and Jeanette Hague from our Reception team. We wish them well for the future.

Welcome

We welcome two new members of staff to the Practice. Samantha Town has joined the Dispensary team and Tracey Browne has joined the Reception team.

ParkRun Practice – Get running!

With increasing evidence that regular exercise is the key to good health, have you thought about running but not been sure how to start? Here are two suggestions:
Park run – All over the world free to enter 5km runs are held at 9am every Saturday. Our local events are at Low Dalby (reduced entry fee for runners) and Sewerby. You don't even have to run – walking, dogs and pushchairs are allowed. The atmosphere is sociable and supportive. Visit www.parkrun.org.uk for more information. Volunteer helpers (to time and marshal) are also needed each week. We hope that by signing up as an official parkrun practice that we will encourage both staff and patients to run and volunteer.
Couch to 5k – This mobile app is perfect for those new to running and need some extra support along the way. A flexible program featuring a choice of celebrity “trainers” who will tell you when to run and when to walk. Download it now.

Patient Participation Group (PPG)

The PPG is made up of 10 patient representatives who meet approximately every 8 weeks with the Practice Manager and an Administrator to discuss any issues affecting patient care and assist in providing a good service to patients.

Health Information Event – On 23rd October 2019 - **Save the date!** The PPG is working alongside the practice with help from Derwent Valley Bridge Library to host a health event in conjunction with East Ayton School. More information coming soon...

Prostate Cancer - Across the UK

Prostate cancer is the most common cancer in men. Over 47,000 men are diagnosed with prostate cancer every year – that's 129 men every day. 1 in 8 men will get prostate cancer in their lifetime. Around 400,000 men are living with and after prostate cancer. If you've just been diagnosed with prostate cancer, you might feel scared, worried, stressed or even angry. Your feelings may change over time. There's no right way to feel and everyone reacts in their own way. When you're told you have cancer, it can be a shock and you might find it difficult to take everything in and cope with the information. Thinking about your cancer and possible treatments can be stressful and you may have lots of questions. You may feel anxious about the future and how having prostate cancer will affect your life and your loved ones. There are people who are there to support you and there are things you can do to help yourself. Families can also find this a difficult time and they may need support too. As you will appreciate every surgery has had men who have been diagnosed with prostate cancer. At this surgery we have a patient, Neil Gardner who was diagnosed with prostate cancer a few years ago and has been working with the charity Prostate Cancer UK since. Neil would be happy to talk to anyone who has prostate cancer about the condition and the various treatments that may be offered. His contact number is 07889 470479.



Research Practice

We are part of a network of General Practices in Scarborough and Ryedale who are keen to host medical research on a regular basis. This means that we will from time to time be inviting patients to take part in research studies. You may be asked to complete a simple questionnaire, undertake an interview with a researcher or take part in a clinical trial. Full information on any study will be given to you and we ask patients to consider all information before consenting to take part. Participation to any study is entirely voluntary and if you decide not to take part, your care will not be affected in any way.