



Latest
News



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Ayton and Snainton

Medical Practice Newsletter

Summer 2019

Please help us to help you...

Like many GP practices we are experiencing increased workload and are struggling to continue to provide a good service to you, our patients. This is despite providing additional doctor and nurses appointments, appointing additional reception, administrative and dispensing staff and trying to make our procedures more efficient. These are a few ways in which you can help us –

Online services

Register for online services and book your appointments and order your prescriptions online. This will lead to less congestion on our phone lines. Currently our reception phone lines are engaged with incoming calls for 12 hours per day and our dispensary lines are engaged taking prescription orders for 7 hours per day. When booking appointments online please ensure you know which surgery the appointment is for. To register for online services you need to bring 2 forms of identification (one to include a photo e.g. passport or driving license) to reception.

Appointments

Although we encourage you to see your usual doctor most of the time, if no appointments are available within the timescale that you need to be seen, please accept an appointment with another doctor or another member of our clinical team if appropriate.

Similarly if no appointments are available at your usual surgery within the timescale that you need to be seen, please be prepared to travel to one of our other surgeries if appointments are available there.

Booking review appointments

All patients on regular medication need to be reviewed in surgery at least once a year. Please book your review appointment(s) before the review date (printed on your prescription slips) has passed. For most people their review date will be in the month of your birthday. Waiting until the review date has passed creates extra work for doctors and staff as notes have to be reviewed and alterations made to your computer record before medication can be issued.

Ordering prescriptions

Allow sufficient time for your prescription order to be processed. We currently dispense 10,000 items per month and send prescriptions for many more to local chemists. Days around public holidays are particularly busy. We ask that you allow 3 working days (ie not including Saturday, Sunday or Bank holidays) for prescription requests to be processed) in order that we may deal with the peaks of activity.

Medication not on your repeat prescription list

If you are requesting issue of medication that is not on your repeat prescription list please allow extra time as your doctor will have to review your notes and authorise the issue. If you have not had the particular drug for some time please, when requesting, say what you are using it for. If you have been given a new drug and asked to make a follow up appointment please ensure that you do so.

Test results

If you have been asked to ring in for test results please do so after the appropriate time has elapsed. Most blood and urine test results are available within a few days but some can take up to 2 weeks. Many X-Ray and scan results are not available until several weeks after they have been performed. Please do not contact us about investigations that have been arranged by hospitals as we are not automatically sent these results. The relevant hospital department should contact you directly about such results, or arrange a follow up outpatient appointment to discuss them.

Opening Hours

Mon to Fri 8am to 6:30pm

Saturday 8am to 10am

On Saturdays we offer a limited number of routine appointments for those who are unable to get to the surgery during the week. Please note that dispensary is CLOSED on a Saturday.

Extended Access

General Practices across Scarborough and Ryedale are now offering Extended Access to routine practice services on a rota basis, with appointments from 6.30pm to 8pm and at weekends. Ask our reception team for details.

Contact Details

West Ayton Surgery: 01723 863100

Snainton Surgery: 01723 859302

Prescriptions: 01723 864553

Website: www.ayton-snainton.co.uk

Hayfever Season

You do not need a prescription for Hayfever medication, Pharmacists offer advice on the best treatments for your symptoms.

Products available to buy from Pharmacies:

- Antihistamine tablets
- Antihistamine syrup
- Nasal sprays
- Eye drops

Medication Delivery Service

The practice offers a **FREE DELIVERY SERVICE** for dispensing patients.

Wednesday – Ayton Patients

Thursday – Snainton Patients

Medication will need to be ordered 3 days in advance.

All deliveries **MUST** be signed for.

Please speak to dispensary for further information.

Pledge to Parkrun

To celebrate the 1st anniversary of the Royal College of GPs association with the parkrun organisation Drs Reay, Cappleman and Day, Kerry and Kate ran or walked the Dalby parkrun. Parkruns are free and take place every Saturday at 9am. Anyone can take part and they are a great way to take regular (or occasional!) exercise or to be involved in volunteering. Any patients who are interested please speak to your doctor, nurse or a member of the reception team or look at the parkrun website www.parkrun.org.uk/.

Achievements

Our Administrator Adele Robinson was runner up in the Scarborough Stars Award 2017, finalist in the Star Women in Business Awards 2019 and has since been nominated for the National Apprenticeships Awards 2019.

Our Customer Service Apprentice, Evie Blurton completes her training in July and will be staying on with the Practice.

One of our Dispensers, Lauren Walker, has completed her Level 3 in Pharmaceutical Science. This will enable Lauren to assist the GP's and take on further responsibilities.

Advanced Clinical Practitioner Clinics (ACP)

Sister Rebecca Butterfield is currently training as an ACP and will be holding her own clinics under the supervision of Dr Hobkinson. Rebecca will be able to see patients with minor illnesses but this will evolve as her training progresses.

Do you suffer with Joint Pain or Osteoarthritis?

ESCAPE-pain is a group education and tailored exercise program for people with chronic joint pain or osteoarthritis. The program runs twice weekly for 6 weeks in Scarborough and Malton Areas. You can self-refer online <https://www.northyorkshiresport.co.uk/escape-pain> or call 01423 226303



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Community Services

Occupational Therapy

Occupational Therapy aims to improve your ability to complete everyday tasks if you are having difficulties with mobility. This is provided free through the NHS or Social Services depending upon your situation. For more information please contact Kerry Kay at West Ayton Surgery.

District Nursing

A team of District Nurses are attached to the surgery and are responsible for the provision of nursing services in the community. They can be contacted on 01653 609609.