

# Field House Medical Group

Spring News

January 2018

## New Opening Times

From 5th February 2018 we will be changing our opening times, to allow for more structured in-house training.



<b>Monday</b>	-	08:00 - 18:30
<b>Tuesday</b>	-	08:00 - 18:30
<b>Wednesday</b>	-	08:00 - 18:30
<b>Thursday</b>	-	08:00 - 13:00 14:00 - 18:30
<b>Friday</b>	-	08:00 - 18:30

**Extended hours** - for nurses and GPs will be every Tuesday 18:30 - 19:30 *(limited availability)*

**Closed for staff training** - every 3rd Wednesday of the month 13:00 - 14:00

Every 4th Thursday of the month from 13:00

## Dr Buckley - Maternity Leave

Dr Buckley is due to start her maternity leave on February 10th, 2018.

We are currently in the process of securing GP locums to help cover her clinics but we do expect a shortage of GP appointments

during this time.

To ensure you are seen by the most relevant clinician and at the earliest opportunity, the receptionist may ask you for further information about why you require a GP appointment.



### Inside this issue:

Flu Vaccinations	2
Measles Outbreak	2
Online Services	2
Easter Closure	3
Have your say ...	3
Website	4
Changes in staff	4

### Special points of interest:

- The reception desk is open from 08:00 - 18:30 each day.
- Reception is open for telephone calls from 08:30 each day.
- The secretarial team are available from 08:30 - 17:00 each day.

## Influenza Vaccinations



We still have some seasonal influenza vaccinations available in the practice, if you are in one of the at risk groups or aged over 64 it's not too late to protect yourself against the recent outbreak of influenza.

Unfortunately we no longer have any of the child nasal vaccinations in stock, we are still trying to source some of these vaccines, if your child is in the age groups eligible or at risk and hasn't had the vaccination yet, please check with reception before booking an appointment with the nurse.

## Measles Outbreak

There has been a recent outbreak of measles in Leeds, therefore we are doing a vaccination call for all children who may not be fully immunised against measles.

If your child falls within this category you may receive a call or visit from our Nurse, Lindsey.

**Symptoms of Measles** - Measles starts with cold-like symptoms that develop about 10 days after becoming infected. This is followed a few days later by the measles rash.

For most people, the illness lasts around 7 to 10 days in total.

A day or two before the rash appears, many

people with measles develop small greyish-white spots in their mouth.

### When to seek medical advice

Contact your GP as soon as possible if you suspect that you or your child has measles, even if you're not completely sure.

It's best to phone before your visit, as your GP surgery may need to make arrangements to reduce the risk of spreading the infection to others.

You should also see your GP if you've been in close contact with someone who has measles and you've not been fully vaccinated or haven't had the infection before – even if you don't have any symptoms yet.



**NHS** choices



Join the thousands of other patients who have signed up for online services and order your medication, 24/7, book GP appointments as soon as they are available or use the messaging service to send through your enquires.

If you are aged over 18 years of age you can even request access to your medical records.

To get your online login details complete a registration form, which is available from reception and bring this along with your ID to the reception desk.



We will be closed on Friday 30th March and Monday 2nd April for the Easter break.

Remember to order your repeat medication in advance before the bank holiday weekend.

# Have your say ...



We are always interested in feedback from our patients, either positive or negative, below are some of the ways you can do this:

## **PPG**

We have a Patient Participation Group (PPG) who meet every 3-4 months and we are always looking for new members to help us develop the practice for the benefit of all.

If you would like to take part in the PPG please contact our Business Manager by e-mailing the practice at [nel.b81031@nhs.net](mailto:nel.b81031@nhs.net).

## **Friends and Family Test**

You can complete the Friends and Family questionnaire, copies can be found in the waiting room or you can complete this online - a link can be found on our website.

## **Suggestion Forms**

Suggestion forms can be found in the waiting room or online at our website, we will always consider any suggestions for improvement.

## **Complaints**

If you have any problems with your care at the practice you can bring your concerns to us either in person or in writing. A leaflet and complaints form can be found at the reception desk or on our website. All complaints will be investigated fully and you will be kept up to date with the outcome.

## **Positive Feedback**

It's always nice to hear the positive as well as the negative. You can send us any positive feedback by e-mail or using the online messaging service. All comments will be shared with the staff.

The practice has recently appointed a Patient Liaison Manager - if you have any comments at all on your care please contact Dianne Brown.



## Field House Medical Group

Freshney Green Primary Care  
Centre  
Sorrel Road  
Grimsby  
DN34 4GB

Tel 01472 254600  
Fax 01472 254610

E-mail [nel.b81031@nhs.net](mailto:nel.b81031@nhs.net)



### Changes in staff

John Noton, Business Manager retired in December.

Helen Mumby, Practice Nurse and Vicky Burton, Paramedic have all moved on to new challenges.

Dr Beckett will be leaving at the end of March, we wish her all the best in the future.

*The loss of two of the nursing team in very short succession has put a strain on routine nursing appointments for health checks, smears etc.*

*We are in the process of interviewing for replacements but this will take a couple of months. In the mean time we are trying to add extra clinics were we can.*



[www.fieldhousemedicalcentre.nhs.uk](http://www.fieldhousemedicalcentre.nhs.uk)



Mercedes Mello-Jenkins has taken over as Business Manager for the Practice.

Dianne Brown is the new HR and Patient Liaison Manager

Joanne Parker is the new Operation Manager

Chloe Allison is the Deputy Manager