

SUMMER NEWS

June/July 2015



Inside this issue:

GP appointments cont	2
Passports	2
Travel Vaccinations	2
Patient Access	3
Named GP	3
PPG meeting	3
FFT	4

Reception:

In May we sadly said goodbye to Sue who has been the Reception Supervisor for the past 26 years.

Sue is now enjoying her retirement and we have welcomed Sara as the new Reception Supervisor.

Nurses:

Nurse Diana left us in April.

We have a new nurse (Helen Howe) starting on 1st July, Helen is a Practice Nurse who will be available for general appointments from the end of July.

Nurse Susan Hammerton has also joined us to help us with the Sexual Health and Family Planning drop in clinic.

GPs:

Dr Salawu will be moving on to pastures new at the end of June and we wish her all the best for the future.

Dr Plotnek will be retiring at the end of July after 26 years with the practice.

We will be welcoming Dr Samantha Ryder in August who will be working 2 days a week.

Due to the national shortage of GPs it may take us a while to replace Dr Plotnek.

Be assured we are exploring all avenues of recruitment.

GP APPOINTMENTS

While we try to recruit a new GP to replace Dr Plotnek appointments are going to be at a premium.

Here are some tips to help with the situation:

Think twice and ask yourself do you really need to see a GP?

Your local pharmacist can help you with treatments for colds, viruses, hayfever, high temperature, diarrhoea and vomiting.

NHS Choices has a site for checking your symptoms and getting advice. The web site is

www.nhs.uk/symptom-checker

Think about planning ahead.

GP appointments are available to book up to 4 weeks ahead - if you need a routine appointment book this well in advance to save disappointment.

GP APPOINTMENTS CONT.....

Use alternative methods to contact the practice and get the treatment you need.

Using online services can help you avoid a trip to the doctor. If you have a general enquiry such as requesting a follow up sick note, medication query or need follow up information about a recent test or hospital visit then why not send us a secure message. A member of the practice team will respond within 72 hours.

Remember to Cancel

We still have patients who don't turn up for appointments without cancelling - this means that another patient is missing out on time with the GP. If you can't attend a booked appointment cancel as soon as possible, you can do this by phone or using the online system.

Triage Nurses & Minor Illness Nurses

The triage nurse will be available on a daily basis to offer you help and advice over the telephone. They

will also be able to book you an urgent GP appointment if needed.

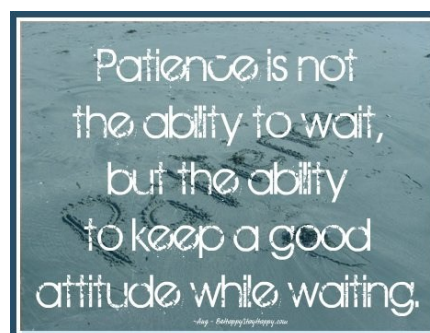
We have two specially trained Minor Illness nurses who can diagnose and prescribe for minor illness's such as chest, throat and urine infections.

The Pod

We have a health Pod by reception - here you can have your BP and weight checked as well as answer general health questions. The information is then downloaded into your medical records.

Reception

Reception will help you as much as they can during this time but they may need to ask you for more details about your query than normal, this will help us direct you to the right member of staff.



PASSPORTS



The Government have updated the list of who can sign your passport photo to confirm identity, unfortunately GPs are no longer on this list.

For a list of who can sign your photo please go to www.gov.uk

TRAVEL VACCINATIONS

If you are planning to go abroad for the summer remember to start preparing for your trip 8-10 weeks before you go, by reading the latest health advice for the country you're travelling to using the National Travel Health Network and Centre (NaTHNaC) web site:

http://www.nathnac.org/ds/map_world.aspx

You can also check the travel safety updates with the Foreign and Commonwealth Office at:

<https://www.gov.uk/browse/abroad>

Don't leave it to late - Book your appointment now with the nurse for travel advice and vaccinations.



PATIENT ACCESS

We have been offering access to medical records to patients from home for 3 months now and in that time 70 patients have signed up to join the other 4000 patients registered to book GP appointments, order prescriptions and send us secure messages.



5 reasons you should sign up to online services:

1. You can book a GP appointment up to 4 weeks in advance and this can be done anytime anywhere.
2. Appointment times can be checked and cancelled for all appointments anytime anywhere.
3. Repeat Prescriptions can be ordered.
4. Secure messages can be sent.
5. You can update your contact information without coming into the surgery.

Medical Record Access

If you aged 18 years or over you can request access to your medical records online. This will allow you to see recent hospital letters, test results, consultations, vaccination history and allergies.

If you would like to sign up for online services then pick up an application form from reception or print a copy from our web site.

You will be asked for ID when you register for online services this will usually be a driving licence or passport and proof of residence (bank statement or bill).

NAMED GP

At the governments request all registered patients have now been assigned a named GP.

This GP will take overall responsibility for the care and support the surgery provides while you are a patient with us.

Having a named GP does not prevent you from seeing any GP in the practice.

If you would like to know who your named GP is then please ask a member of clinical staff or at reception. We will also be printing this information on repeat prescriptions and patient correspondence.



PATIENT PARTICIPATION GROUP



Our patient participation group is always looking for new members.

Why not have your say in the services we provide and develop.

The next meeting is Thursday 27th August, 6.30pm at Freshney Green Primary Care Centre.

If you are interested in attending the meeting contact John Noton the Practice Manger by e-mail nel.b81031@nhs.net

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www.fieldhousemedicalcentre.nhs.uk



Friends & Family Test

The NHS friends and family test (FFT) is an important opportunity for you to provide feedback on the services that provide your care and treatment. Your feedback will help NHS England to improve services for everyone.

In December 2014 the government asked GP practices to start using this standard format of questioning to monitor what you felt about the care you received.

Take the opportunity now to have your say by answering the 3 simple questions below.

Drop your completed questionnaire into the surgery (at reception or in the box provided in the waiting room) alternatively you can complete the questionnaire through our website - find the link under the News section.



Q1. How likely are you to recommend our GP practice to your friends and family if they needed similar treatment? (tick one box)

Extremely likely

Likely

Neither likely or unlikely

Unlikely

Extremely unlikely

Do not know

Q2. Do you have any other comments, questions, or concerns that may help improve the care we deliver to our patients / service users?

Q3. Are you happy for us to publish your anonymous comments?

Yes

No