

This newsletter has been printed in the surgery for you to read, please feel free to take

Issue 12

Newsletter

Winter 2017

SURGERY NEWS



The GP's and staff wish all our patients a very Merry Christmas and a happy New Year!

Newsletter content

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CQC Report

On the 20th September 2017 we had our inspection visit from the Care Quality Commission. We are really pleased with the outcome of the visit and to receive an overall rating of good.

Our inspection report can be found on our website: www.srpractice.co.uk



Good

Staff update:

Kimberley has recently joined our nursing team at the practice. Kimberley is a newly qualified **Practice Nurse**, Kimberley has recently graduated from Teesside University with a degree in adult nursing. Kimberley will continue to develop her career as a Practice Nurse at the practice and will attend various training courses to include cervical smear taking, ear syringing, spirometry and long term condition management.



Theresa is an **Advanced Nurse Practitioner** who has recently joined the clinical team to support the GPs with the 'on the day' demand for appointments and ongoing treatment and advice for patient with acute and minor illnesses. Theresa can treat

most minor illness including chest infections, urine infections, acute respiratory exacerbations, some skin conditions, abdominal pain, headaches, ear pains, chest pains, and DVT's. Theresa is an **independent prescriber** which means she can prescribe medication when it is needed. At the moment Theresa is unable to provide treatment to pregnant ladies or young children.

New Year, New you?

NHS Digital Diabetes Prevention Programme Pilot

We are taking part in a 6 month NHS pilot to deliver a service for patients identified with non-diabetic hyperglycaemia (high HbA1c/pre-diabetes) and those who are overweight or obese with a high risk of developing type 2 diabetes.

We are working with two providers LIVA and OurPath both digital app based programmes.

LIVA - Is a **FREE** digital health coaching programme, developed to help people to make lifestyle and behavioural changes. Thereby, improving their overall health and wellbeing. You will be assigned a personal health coach who you will meet in person to discuss and set your individual health goals. The same coach will continue to work with you throughout the programme via a digital platform that lets you stay in touch and log and track how you are progressing towards your goals. More information available at www.livahealth.co.uk.

OurPath - Is a **FREE** digital behavioural change programme which involves personalised advice about making changes to your eating habits & physical activity. You will be sent an activity tracker and a set of digital scales so you can track your progress and get daily support from a mentor and an online group. More information available at www.ourpath.co.uk.

There is an eligibility criteria you need to meet for a referral for the above services. If you wish to discuss this further please book a 10 minute appointment with one of the practice nurses. You may require a blood test to confirm your eligibility.

Patient Online

Why wait? Did you know that you can book your appointments, view your medical records and order your prescriptions online? Please see one of our receptionists for more information and an application form to gain access, quick, easy and secure!



The Friends and Family Test





"We need your feedback"



We would like your feedback on the care or treatment we give you any time you visit your GP or have contact with the practice. It doesn't take long.

HAVE YOUR SAY TO IMPROVE YOUR CARE

We welcome patient feedback to tell us what we are doing right and what we can improve. We would like you to think about your recent experience of our services. How likely are you to recommend our practice to friends and family if they needed similar care or treatment?

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					

Thinking about your response to this question, what is the main reason why you feel this way?

Put us to the test and tell us what is working well and what we can improve. You can say what you think without giving your name and we will use the information to plan improvements to our services. The cards are available in the practice or you can complete online at www.srpractice.co.uk

Appointments not attended



In 2017 we had a total of **1,206** patient not turn up for their appointment which resulted in clinical time wasted.

If you cannot keep an appointment please let us know so we can offer it to someone else.



The demand for GP appointments are increasing and by working together we can reduce our appointment waiting times.



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

It is not a case of the receptionists being nosey!

The reception staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'. Reception staff are trained to ask certain questions in order to ensure that you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.

Receptionists are asked to collect brief information from patients:

1. To help doctors prioritise house visits and phone calls
2. To ensure that all patients receive the appropriate level of care
3. To direct patients to see the nurse or other health professional rather than a doctor where appropriate.

Reception staff, like all members of the team, are bound by confidentiality rules

- Any information given by you is treated strictly confidentially.
- The Practice would take any breach of confidentiality very seriously and deal with accordingly.
- You can ask to speak to a receptionist in private away from reception.
- However if you feel an issue is very private and do not wish to say what this is then this will be respected.



Thank you for your support

Coughs and Colds



A cold is a mild viral infection of the nose, throat, sinuses and upper airways. It can cause nasal stuffiness, a runny nose, sneezing, a sore throat and a cough. **Usually it's a self-limiting infection – this means it gets better by itself without the need for treatment.**

On average, adults have two to five colds each year and school-age children can have up to eight colds a year. Adults who come into contact with children tend to get more colds. This is because children usually carry more of the virus, for longer.

In the UK, you're more likely to get a cold during the winter months although the reasons why aren't fully understood at present.

Treatment of a cold

For most people, a cold will get better on its own within a week of the symptoms starting without any specific treatment. However, there are treatments that can help to ease your symptoms and make you feel more comfortable. These are available from your pharmacy, which means that you can treat yourself, rather than needing to see your GP.

There is no cure for colds. Antibiotics, which treat infections caused by bacteria, don't work on cold viruses.

Self-help

There are a number of self-help measures that may help to ease the symptoms of a cold.

- Drinking enough fluids to prevent dehydration.
- Steam inhalations with menthol, salt water nasal sprays or drops may be helpful.
- Vapour rubs may help relieve symptoms for children.
- Hot drinks (particularly with lemon), hot soups and spicy foods can help to ease irritation and pain in your throat.
- Sucking sweets or lozenges which contain menthol or eucalyptus may sooth your throat.

Gargling with salt water may help a sore throat.

You should try to make sure you get enough rest if you have a cold. It's not usually necessary to stay off work or school.

For more information visit our website www.srpractice.co.uk.

Protected Time for Learning

The Practice is supported by Scarborough and Ryedale Clinical Commissioning Group to provide and facilitate important training and learning events for practice staff to help them keep up to date with relevant information to carry out their job and continue to deliver the services at the practice.

When the surgery is closed, there will be an On-Call service running during these events and these dates will be displayed in the surgery premises, on the main entrance door, main reception areas and on the Scarborough and Ryedale Clinical Commissioning Group website.

Please remember to collect repeat prescriptions outside of these times and any test results will be available the following day after 2.00pm.

The practice will be closed from 12.30pm on the following date:-

Thursday 22nd Feb 2018

More dates are to follow for the year ahead, we will place posters with further dates up in both practices.

In cases of medically urgent problems, please phone the surgery and your call will be forwarded on to the On-Call GP service.

Bank Holiday's 2018:

The practice will be closed on the following dates due to bank holidays. In cases of medically urgent problems, please phone the surgery and your call will be forwarded on to the On-Call GP service or dial 111.

Monday 1st January - New Years Day

Friday 30th March - Good Friday

Monday 2nd April - Easter Monday

Monday 7th May - Early May Bank Holiday

Monday 28th May - Spring Bank Holiday

Monday 27th August - Summer Bank Holiday

Tuesday 25th December - Christmas day

Wednesday 26th December - Boxing Day