

Eastgate Medical Group - Newsletter Autumn 2017



Flu Clinics 2017

Health Centre – Saturday 11th November 2017 8:00a.m. – 1:00p.m.

Flu vaccine is recommended for all patients in clinical risk groups and patients aged 65 and over

These are open clinics – No appointment Necessary

Blood Tests

We now provide a service to encourage patients to have blood tests taken in the surgery rather than attending the hospital or Sainsburys.

We provide a walk in service at both our sites;

Monday - Health Centre, Harrogate	11:00 – 1:00p.m.
Tuesday – Eastgate Surgery, Knaresborough	11:00 – 1:00p.m.
Wednesday – Health Centre, Harrogate	11:00 – 1:00p.m.
Thursday – Eastgate Surgery, Knaresborough	11:00 – 1:00p.m.
Friday – Eastgate Surgery, Knaresborough	11:00 – 1:00p.m.

No appointment necessary, please bring the form along with you that the doctor has provided.

Dr John Banks

Our Patient Participation Group raised funds to purchase a bench in memory of the late Dr John Banks who sadly died far too soon in July last year.

The bench is now in place and is situated outside Eastgate Surgery; we would like to extend our thanks to the group for this kind donation.

Patients very kindly made donations at the surgery in memory of John Banks and £450 was raised and given to the British Heart Foundation towards purchasing a defibrillator for use in public areas.



Accident & Emergency Department

IMPORTANT NOTICE: The local A&E department is becoming overloaded with patients who have neither been involved in an ACCIDENT or have a medical EMERGENCY.

Please utilise your local GP services for all non-critical medical conditions. In this way we can free up the vitally important A&E services for the community and save money.

If you attend the A & E department with a minor condition during surgery hours you may be referred back to the practice to see a GP or Practice Nurse.

Bowel Cancer Screening

Screening is a way of testing healthy people to see if they show any early signs of cancer.

Bowel cancer screening can save lives. Screening aims to detect bowel cancer at an early stage, when treatment has the best chance of working. The test can also find polyps (non-cancerous growths), which might develop into cancer. Polyps can easily be removed, to lower the risk of bowel cancer.

If you are aged between 60 and 74, you will be invited to take part in bowel cancer screening every two years.

If you are aged 75 or over, you can ask for a screening test by calling the free bowel cancer screening helpline on 0800 707 60 60.

Shingles Vaccine

You are eligible for the shingles vaccine if you are currently aged 70 or 78 years old.

These are currently the only age groups in which the vaccine is available on the NHS and it is not available to anyone aged 80 and over because it seems to be less effective in this age group.

Please make an appointment with the practice nurse if you would like to have this vaccine or more information on NHS Choices www.nhs.uk

New Appointments/Leavers

We welcome Dr Adelaide Lippold who joined the practice on the 31st of July and is a permanent GP in the practice.

GP registrars currently are:

Dr Anita Mercer joined the practice on the 2nd of August and will be with us until October 2018.

Dr Emily Appleyard joined the practice on the 2nd of August and will be with the practice until the 2nd of February 2018

Dr George Jacob will be in the practice until December 2017.

We welcome Cristina Muntoz and Sue King who have joined the practice as part of our reception team.

We said a sad farewell to Jay Salvana who has left our reception team.

MASTA Travel Clinic

Eastgate Medical Group and a number of other local GP practices have partnered with MASTA (Medical Advisory Service for Travellers Abroad) to provide a specialist Travel Health service for our patients and patients in Harrogate, Knaresborough and the surrounding area.

To book an appointment please visit the MASTA website or call MASTA on 0330 100 4156. This number is charged at local rate.

A full range of travel health vaccinations, anti-malarials and retail products are available at the clinic.

Named GP

All patients in England have to be notified of their named GP – please ask at reception to find out who is your named GP

Appointment Booking

We always accommodate patients if they need to be seen on the day and always give patients access to speak to a GP on the day, who will advise or appoint if necessary. Please collect an appointment advice sheet from reception which details days and time that specific doctors work.

Extended Hours Sessions

Just to remind patients that we hold extended sessions on a Friday morning between 7:00a.m. - 7:50a.m. and one Saturday a month between 8:00a.m. and 10:00a.m. We also hold an additional early session with the Practice Nurse at 7:30a.m. every Tuesday morning – all these appointments are pre-bookable.

NHS Friends and Family Test

Have your say to improve your healthcare

Did you know you can now have your say to help improve more services across the NHS?

The Friends & Family Test is about giving patients the opportunity to provide quick feedback on their care and treatment experience. It's already in use in many parts of the NHS and is expanding to a lot more.

You can say what is going well and what can be improved so that people who make decisions about local healthcare can take your views into account.

It doesn't take long and you don't need to give your details on your feedback form.

Look for details in the reception or waiting room. You can ask a member of staff how you can take part or find out more online.

Online Access and Access to Health Record

We would like to remind patients that online access is an easy way of communicating with the practice for:

Booking appointments and Repeat Prescription Requests

You can now view a summary of your record online using your SystemOnline account. As this is additional information that can be viewed a consent form needs to be signed before we allow

access and proof of identity is needed .If you would like to register for SystmOnline access to medical records please speak to a receptionist.

Eastgate Medical Group Patient Participation Group (PPG)

The PPG is a volunteer patient group that works closely with the Practice to ensure that the patient voice is heard in all things relating to the running and future plans for the two surgeries managed by Eastgate Medical Group. We endeavour to ensure that the patients' perspective is at the heart of local provision so that services are of high quality and continuously improve.

The PPG are asking for more donations of good quality paperback books to sell at the surgery. Please leave donations of books at reception.

The PPG are always looking for new members to join the group, this does not take up a lot of your time but the group are there to support you, the patients. Please ask at reception or complete a form and the chairman will get in touch with you.

We thank them for their ongoing hard work on behalf of our patients.

Repeat Prescriptions

The NHS loses £300 million pounds per year in medication wastage.

Please can we ask that any future requests for medication are done by yourself and not the pharmacy, by doing this we make sure that you only get the medication you request.

This can be done in a number of ways:

- Online access – there you can see your medication and request exactly what you need
- Dropping off your request in person at the surgery
- By post

Your medication can still be sent electronically to your pharmacy if you so wish and then delivered to your home or for collection at the pharmacy.

NHS Health Checks

We are calling in patients aged 40-74 years for a NHS Health Check. This is primarily aimed at patients who have no history of cardiovascular disease and the check will enable us to determine if they may develop the disease. This will be carried out over a 5 year period so please do not be concerned if you are not called in immediately. If however you would like the check and have not yet been called in please get in touch with the surgery and we can book you an appointment.

Carers

If you are a carer of any age who is caring for a friend or relative you are entitled to support and help. Please ask at reception who will put you in touch with Carers Resource or you can contact them directly yourselves on 01423 500555

Text Messaging to Patients

We are able to send text message appointment reminders to patients who have a mobile phone – if you would like to be included in this system please sign a consent form in reception and inform us of any change to your mobile phone number.

Minor Injuries

Please can we remind patients that we treat the following in the surgery and it is not necessary to attend the A & E Department with these injuries:

Bruising	Removal of superficial bodies/splinters
Minor Head Injury	
Minor Trauma/sprain to limbs	
Lacerations	

NHS Dentist

If you are having problems finding an NHS Dentist please ring this number where you can be allocated a dentist: 0300 311 2233

Useful Contact Numbers:

Age UK - 01423 864956	Carers Resource - 01423 500555
Citizens Advice – 01423 567150	Samaritans - 01423 525352
Harrogate Hospital - 01423 885959	Dementia Forward – 01765 601224
Harrogate Homeless – 01423 566900	Silverline – 0800 470 80 90

THE MAIN SURGERY TELEPHONE NUMBER IS

01423 788300

TELEPHONE LINES ARE OPEN 8:00A.M. – 6:00P.M.

IF YOU REQUIRE A DOCTOR OUT OF NORMAL SURGERY HOURS PLEASE RING: 111

EASTGATE MEDICAL GROUP

APPOINTMENTS BOOKING

Patients are able to book appointments either on the day or up to four weeks ahead.

If booking on the day you will be offered the first available appointment and this may not be with the doctor of your choice. If you would like to book with a doctor of your choice you will be able to do this up to four weeks ahead.

Bookings can be made by telephone/internet booking and personally at the surgery.

When the appointments are filled for the day you will be offered contact with the duty doctor who will be available to offer advice or arrange for you to be seen if necessary.

To help with your bookings we list below days partners work although these are subject to changes if other partners are away.

Dr Walsh

Monday a.m. – Eastgate Surgery Monday p.m. – The Health Centre
Wednesday a.m. – Health Centre p.m. – Eastgate
Thursday a.m. – Eastgate
Friday a.m. – Eastgate Friday p.m. – Health Centre

Dr Corrin

Monday a.m. and p.m. – Health Centre
Tuesday a.m. – Eastgate
Wednesday a.m. and p.m. – Health Centre
Friday a.m. – Eastgate

Dr Botherway

Monday a.m. – Eastgate Tuesday a.m. – Health Centre
Wednesday a.m. – Eastgate Wednesday p.m. – Health Centre
Thursday a.m. and p.m. – Eastgate
Friday a.m. and p.m. – Eastgate

Dr Beckley

Tuesday a.m. – Eastgate p.m. – Health Centre
Wednesday a.m. – Eastgate
Thursday a.m. and p.m. – Eastgate Friday a.m. – Health Centre

Dr Mitra

Monday a.m. – Health Centre Monday p.m. – Eastgate
Thursday a.m. – Eastgate Thursday p.m. – Health Centre
Friday a.m. – Health Centre

Dr Patel

Monday a.m. and p.m. – Eastgate Surgery
Tuesday a.m. and p.m. – Eastgate Surgery
Wednesday a.m. – Eastgate Surgery
Thursday a.m. and p.m. – The Health Centre
Friday a.m. – The Health Centre

Dr Mitra

Monday a.m. – Health Centre Monday p.m. – Eastgate
Thursday a.m. – Eastgate Thursday p.m. – Health Centre
Friday a.m. – Health Centre

Dr Lippold

Monday a.m. and p.m. – Eastgate Surgery
Tuesday a.m and p.m. – Health Centre
Friday a.m. and p.m.- Health Centre

Extended Hours

We offer extra sessions out of normal surgery hours to accommodate patients who are unable to attend at other times. Consultations during these times and all appointments can be pre-booked by telephone/internet booking and personally at reception. These sessions are on Friday mornings 6:50a.m. – 7:50a.m and one Saturday a month when we have 4 sessions 8:00a.m. – 10:00a.m. We also offer a session of nurse only appointments every Tuesday from 7:30a.m. – 8:00a.m.

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