

Eastgate Medical Group - Newsletter Spring 2018



Repeat Prescriptions

PLEASE NOTE THAT WE DO NOT ACCEPT PRESCRIPTION REQUESTS OVER THE TELEPHONE AND PLEASE ALLOW 48 HOURS FOR PROCESSING

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

As a result the Harrogate & Rural Clinical Commissioning Group have set a date after which GP **surgeries in Knaresborough only** will no longer accept repeat prescription requests from pharmacies or companies for the majority of patients.

Please can we ask that any future requests for medication are done by yourself and not the pharmacy. This ensures that you only get the medication you request. To reduce wastage the NHS needs patients to take back control of the ordering of their repeat prescriptions.

This can be done in a number of ways:

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

Your prescription can still be sent electronically to your chosen pharmacy or collected from the surgery.

Extended Access

A new service is offered to patients of every practice in the Harrogate District and offers appointments outside normal surgery hours which are early evenings and weekends. You may be offered these appointments by our receptionists when you ring into the surgery and request an appointment. The GPs who are working for this service have access to your medical records and are able to issue medication. There are also nurse appointments available and appointment to have medication reviews with the pharmacist.

Blood Tests

We encourage patients to have blood tests taken in the surgery rather than attending the hospital or Sainsbury's.

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 is necessary; please bring the blood test request form you have been given with you.

Pharmacist

We have a new practice pharmacist: Mahbuba Hossain who has joined the practice and is available each day between 9:30 – 1:30 for patients to discuss any queries they may have on their medication.

Accident & Emergency Department

IMPORTANT NOTICE: The local A&E department is becoming overloaded with patients who have neither been involved in an ACCIDENT nor 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. This invitation will come to you by post

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 the only age groups in which the vaccine is available on the NHS. It is not available to anyone aged 80 and over because the vaccine is less effective in this age group. Please make an appointment with the practice nurse if you would like to have this vaccine. There is more information on NHS Choices www.nhs.uk

New Appointments/Leavers

GP registrars currently are:
Dr Anita Mercer who will be with us until November 2018.
Dr Lucy Barker who will be with us until February 2019

We welcome Joanna Konstantinov and Emma Longster who have joined the practice as part of 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.

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.

NHS Friends and Family Test

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.

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**

In addition to this you can now also view a summary of your record online using your SystmOnline account. You need to bring proof of your identity to the surgery and sign a consent form to gain access.

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 Group have recently purchased drinking water machines for patients to use which are located in each waiting area.

The Group have also purchased a new rising electronic examination couch for one of the nursing rooms to allow patients easier access.

These monies have been raised through book sales in the surgery and tombola's at the flu clinics.

We thank the PPG on behalf of the patients for their continued hard work to support the practice and its patients.

The PPG are always looking for new members to join the group, this does not take up a lot of your time. 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 the PPG for their ongoing hard work on behalf of our patients.

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. These health checks are being carried out over a 5 year period so please do not be concerned if you are not called in immediately.

If 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.

Please always remember to 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
Minor Head Injury
Minor Trauma/sprain to limbs
Lacerations
Removal of superficial bodies/splinters

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

Wednesday a.m. – The Health Centre

Thursday a.m. – Eastgate

Friday a.m. – Eastgate

Monday p.m. – The Health Centre

Wednesday p.m. – Eastgate

Friday p.m. – The Health Centre

Dr Corrin

Monday a.m. – The Health Centre

Tuesday a.m. – Eastgate

Wednesday a.m. – The Health Centre

Friday a.m. – Eastgate

Monday p.m. – The Health Centre

Wednesday p.m. – The Health Centre

Dr Botherway

Monday a.m. – Eastgate

Tuesday a.m. – The Health Centre

Wednesday a.m. – Eastgate

Thursday a.m. – Eastgate

Friday a.m. – Eastgate

Wednesday p.m. – The Health Centre

Thursday p.m. – Eastgate

Friday p.m. – Eastgate

Dr Beckley

Tuesday a.m. – Eastgate

Thursday a.m. – Eastgate

Friday a.m. – Eastgate

Tuesday p.m. – The Health Centre

Thursday p.m. – Eastgate

Dr Mitra

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

Monday p.m. – Eastgate
Thursday p.m. – The Health Centre

Dr Patel

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

Monday p.m. – The Health Centre
Tuesday p.m. – The Health Centre
Thursday p.m. – The Health Centre

Dr Gill

Wednesday a.m. – Eastgate
Thursday a.m. – The Health Centre
Friday a.m. – The Health Centre

Wednesday p.m. – Eastgate
Thursday p.m. The Health Centre
Friday p.m. The Health Centre

Dr Lippold

Monday a.m. – The Health Centre
Tuesday a.m – Eastgate
Friday a.m. – The Health Centre

Monday p.m. – The Health Centre
Tuesday p.m - Eastgate
Friday p.m. The 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.

THE 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