



PRACTICE PRESS

CENTRAL SURGERY - THE APPOINTMENT SYSTEM

Book On Line

If you would like to book routine appointments using our website please contact the practice to register for SystmOne Online Booking. Please note this service is not currently available for our Goxhill surgery.

Routine appointments

The GP and Nurse Practitioner appointments are available every day from 8.00am, allowing you to see a GP as soon as it is needed.

Non-urgent appointments such as coil insertions, medication reviews, injections, cryotherapy etc. can be forward booked. If you see a GP and they need to see you again they will also forward book your appointment, to allow for continuity and to ensure safe practice. This allows the Practice to have a balance of on the day appointments left available.

Patients arriving late for appointments

Whilst we understand and sympathise when patients arrive late for appointments, each patient that arrives late for an appointment will have a knock on effect for any patients later in the day who have arrived on time for their appointment.

Late arrivals can cause considerable difficulties for staff who have other commitments and indeed patients who later in the day may have to wait longer than expected to see the Clinician.

In order to keep some consistency in our management of late arrivals we have taken the decision to ask all patients who arrive more than 10 minutes late for an appointment to rebook the appointment at another time.

Please note that being up to 10 minutes late for an appointment still has a knock on effect for the clinician and the remainder of patients throughout the day.

If the appointment is about an emergency matter that cannot wait then we will offer an assessment through the Urgent Care Team based at Central Surgery. Due to obvious time constraints the Clinician would then only be able to deal with the emergency matter and would advise you to make a routine appointment to discuss any other routine matters.

We trust and hope you understand why we have had to make a protocol for dealing with this sensitive matter. We fully understand that sometimes late arrivals are beyond the control of the patient. We have contracted staff and locum clinicians who have other commitments in addition to the requirement to provide timely breaks in work. All our staff, locums and other clinicians have to work to a tight schedule please help them by arriving before your appointment whenever possible.

URGENT CARE TEAM

As from 1st February Central Surgery will be offering an Urgent Care service to patients with a team consisting of Doctors, Nurse Practitioners and Practice Nurses.

If you are unable to obtain an appointment at the surgery and need to speak to someone urgently you will be offered a call back from our Urgent Care Team who will be able to advise you or, if medically urgent for that day, make you an appointment within our Urgent Care Hub.

In the case of an **emergency** please continue with contacting 999 or attending A&E.

Please remember to check in before your take a seat

If you do not check in the doctor or nurse will not know that you are waiting and you may miss your appointment.

You can use the touch screen to let us know that you have arrived – this will be quicker for you when the receptionist is busy dealing with other patients and prevent you from missing your appointment.

If you don't want to use the touch screen please see the receptionist to let her know that you have arrived.

VISITS

Visits are for housebound patients and are at the discretion of the clinician. Wherever possible the clinical assessment of a patient is preferable within the Surgery where investigations and nursing assistance are all readily available. Please contact the Surgery as soon as possible after 8.00 am to discuss the possibility of a visit. Visit requests, unless urgent, may be delayed if requests are left later in the day.

BLOODS TESTS AND OTHER RESULTS

Blood tests and other results are available by contacting the Reception team who will then advise accordingly. We ask for a few days from your test before you contact us to allow time for the results to be processed. Please contact the Reception team after 10am for results on option 4, to allow for the busiest period to pass.

CANCELLED BLOODS DROP-IN CLINIC

As from Friday 17 February 2017 we will no longer be offering a bloods drop-in clinic. Sorry for any inconvenience.

MISSED APPOINTMENTS

Doctors

December – 93 (equivalent to just over 17.25 hours lost Doctors time)

January – 90 (equivalent to just over 17.5 hours lost Doctors time)

February – 77 (equivalent to just over 17.75 hours lost Doctors time)

March – 108 (equivalent to just over 23 hours lost Doctors time)

April – 58 (equivalent to just over 12.25 hours lost Doctors time)

Nurses

December – 185 (equivalent to just over 34.75 hours lost Nurses time)

January – 188 (equivalent to just over 41.5 hours lost Nurses time)

February – 164 (equivalent to just over 32.25 hours lost Nurses time)

March – 211 (equivalent to just over 43 hours lost Nurses time)

April – 168 (equivalent to just over 33 hours lost Nurses time)

Please remember to cancel your appointment if you are unable to attend for any reason. This will help to improve the availability of appointments for all patients.

NEW GPS JOINING THE SURGERY

DR REBECCA HECTOR joined us on 30 January 2017. Patients who were under the care of Dr Chaudhri have been transferred to Dr Hector.

DR CHRISTINA GREGORY joined us on 17 February 2017. Patients who were under the care of Dr Al-Hadithi have been transferred to Dr Gregory.

STAFF STARTERS AND LEAVERS

Starters

We would like to welcome Susan Clayton as Receptionist at Goxhill Surgery and Amanda Newsome and Deborah Challender as Domestic staff at our Goxhill surgery.

We would like to welcome Tamzen Maslin as Practice Nurse and Sara Bush as Receptionist at Central Surgery.

Leavers

Andrea Chapman has now left the surgery. We wish her all the best for the future.

EAR SYRINGING

If you feel you may need your ears syringing please make an appointment to see one of our Health Care Assistants. You will be advised to put plenty of olive oil in your ears at least 15 minutes before your appointment. Our HCA will then assess whether you need them syringing or not at the appointment.

VACCINATIONS

Pneumococcal Vaccination

If you are a patient over 65 and have never had a Pneumococcal Vaccination; please speak to Reception who will book you in for one.

Shingles Vaccination – Who's eligible?

Aged 70 years? And anyone older but born after 1 September 1942 who has missed the vaccine, should have it now.

Aged 78 years? And anyone 78 or 79 years old who has missed the vaccine, should have it before their 80th birthday!

Please contact the surgery to make an appointment with a Nurse.

Meningitis ACWY

You are eligible for a Meningitis ACWY vaccination if you were born between 01/09/1997 and 31/08/1998.

CENTRAL SURGERY PATIENT PARTICIPATION GROUP

Central Surgery's Patient Participation Group consists of ten patients who meet bi-monthly to discuss issues and events going on within the practice. They are in place to act as advocates for patients and to ask those all important questions that need asking!

If you would like to make contact with the Patient Participation Group please write to:

Ursula Vickerton (Chairperson) c/o Central Surgery.

Ursula will then raise any matters on your behalf.

Speaking on behalf of the forum; "we look forward to hearing from you!"

TRAVEL CLINICS

Travel Clinics are usually held on a Wednesday at Barton. Travel appointments should be preferably made 6-8 weeks before you travel. Patients need to fill out a travel form before

attending, this is then passed to the Travel Nurse for her to contact you. Travel forms are now available from Reception and on-line on our website: www.centralsurgery-barton.co.uk

Please try to register your trip well in advance.

It is not compulsory for the Surgery to offer a travel clinic; it is a complimentary service.

FRIENDS AND FAMILY

Since December 2014 we have been collecting information from our Friends and Family Test.

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 could be improved so people who make decisions about local health care 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 Reception or the waiting room. Alternatively please visit:

<http://www.centralsurgery-barton.co.uk/friends-family.asp>

BREAST CANCER BRA BANK

The W.I. Committee at Barrow upon Humber are raising money for Breast Cancer by holding a Bra Bank Amnesty. A Bra Bank has been displayed in Reception at our Surgery in Barton upon Humber. Please give all your old bras a new lease of life and help raise money for breast cancer research. You can deposit your unwanted wearable bras in the Bra Bank and they will be whisked away to Africa where there is a short supply of affordable bras. Against Cancer will receive a donation based on the weight of bras we collect - so every bra counts! Thank you in anticipation.

IMPROVING ACCESS TO PSYCHOLOGICAL THERAPIES (IAPG) SERVICES REFERRALS

IAPG Services are here to help people suffering with common mental health problems, such as depression or anxiety. They provide advice, consultation and therapy for individuals aged 18 and over.

Please pick up a leaflet and self-referral form from our waiting room for further details.

DISPENSING SERVICES

The Practice undertakes dispensing of medicines for those patients who live outside the boundaries of Barton and Barrow. Patients are signed up for dispensing services when they register with the Practice or if they move to an address where dispensing services can be provided.

We employ a full team of trained dispensers here at the Central Surgery in Barton and operate a Pharmacy from our Goxhill Surgery. Our opening hours at Barton are Monday to Friday 8.00 am to 6.30 pm. We are closed on Saturdays, Sundays and public holidays.

Our opening hours at Goxhill Pharmacy are Monday to Friday 8.30 am to 6.00 pm, closed for lunch 1.00 pm to 2.00 pm, and open 9.00 am to 1.00 pm on a Saturday.

We aim to process repeat prescriptions within 72 working hours of ordering (excluding weekends and bank holidays) and prescriptions issued directly by the GP are processed whilst you wait. We are now able to arrange a home delivery service for repeat medicines. Please contact the surgery for more information.

If you require medication urgently then please contact a member of the Surgery's Dispensing team, who can then arrange for this to be dispensed. However, if the urgent medication is required out of hours then the contact number is **111** (Out-of-Hours Centre).

REPEAT PRESCRIPTIONS

If your doctor agrees, you may obtain repeat prescriptions over the counter. Alternatively, if you have a computer counterfoil please hand it in to your usual Dispensary at Barton or the Pharmacy at Goxhill. Please ensure that you 'tick' the medication you require on your slip and allow 3 working days for processing. We aim to process repeat prescription requests within 72 hours of ordering (excluding weekends and bank holidays).

Repeat prescriptions can be ordered online or a message may be left on the answer machine. When ordering repeat medication online, please select your items from under the Regular Medication heading rather than Recent Medication. This will save any unnecessary delay processing your repeat medication. If you wish to talk to a Receptionist to order your prescription please contact us after 10.00 am but we point out that Mondays are busy and best avoided. The Dispensary team are available from 8.00 am. The numbers to phone are:

Residents of Barton Upon Humber 01652 636600 Option 2

Residents of outlying villages 01652 636600 Option 3

Residents of Goxhill 01469 532617

If extra medication is required due to going on holiday, please enquire at the time of ordering your usual repeat prescription; you do not need to see a doctor specifically for this.

NOW OPEN Saturday 9 am to 1.00 pm

The Village
PHARMACY
Goxhill



LOCAL DELIVERY SERVICE

NEW MEDICINES SERVICES

PATIENT MEDICINES REVIEW

MONITORED DOSAGE SYSTEMS

NHS & PRIVATE PRESCRIPTIONS

PRIVATE CONSULTATION ROOM

NHS MINOR AILMENTS SCHEME

OVER THE COUNTER MEDICINES

MONDAY TO FRIDAY 8.30AM TO 6.00PM CLOSED 1.00PM TO 2.00PM SATURDAY 9AM TO 1.00PM

Howe Lane, Goxhill, North Lincolnshire, DN19 7JD (01469) 532560

NUMARK+

Your local community pharmacy