

Jorvik Medical Practice

Newsletter Winter 2007

Practice Manager
Mrs Dana Homer

Partners

Dr Wendy Evans
Dr David Fair
Dr David Hartley
Dr Julia Alexander
Dr John Lockett
Dr Nicola Gill
Dr Tony Pegrum
Dr Ben Shorten

Salaried

Dr Rachel Grainger

Registrar

Dr Abid Khan

Nurses

Bev Crapper
Alison Marshall
Jan Jones

Telephone

8am – 6 pm

Surgeries from

8.30am - 6pm

Visit requests

call before 10.30

Results

call after 10.30

Urgent Out of Hours

0845 056 8060

York Hospital

631313

Social Services York

613161

Citizens Advice

636066

NHS Direct

0845 4647

Registrar Births &

Deaths

654477

CHRISTMAS OPENING Surgeries close at 3pm on Christmas Eve although Woolpack House will be staffed until 6pm. Surgery reopens 8am 27th December.
NEW YEARS EVE we close at 6pm and will reopen 8am 2nd January 2008.

COUGHS & SNEEZES SPREAD DISEASES

As the colder weather of winter approaches we must all ensure we look after our health. Influenza is a highly infectious disease caused by viruses, which attacks the respiratory tract (ear, nose and throat). The virus is mainly spread by droplets in the air: coughs and sneezes!. Viral infections cannot be treated with antibiotics.

Many people think they have "flu" even when they have suffered only a bad cold. When you have influenza you know the difference!

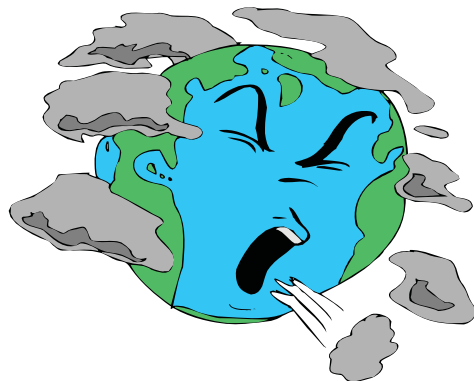
HOW DO I KNOW I HAVE 'FLU'?

The symptoms can involve any and all of the following commonly recognised signs:

- Fever or high temperature with sweating
- Chills and shivering
- Headaches
- Aches in muscles and limbs
- Coughing
- Sore throat
- Runny nose
- Poor appetite
- Fatigue and weakness
- Indigestion
- Gastro-intestinal links can occur – diarrhoea and vomiting

The incubation period is about 3 days before symptoms appear, and should generally begin to improve within 5 days. It isn't unusual for you to feel fatigued, unwell, debilitated for a couple of weeks afterwards.

Most people will recover fully from the effects of influenza: however vulnerable people maybe at risk of serious complications such as acute bronchitis or viral pneumonia.



TREATMENT

The following self help ideas may be useful:

1. Drink as much as possible to counteract the risks of dehydration from high temperature, sweating and coughing.
2. Rest: stay at home & in bed if possible.
3. Try to get plenty of sleep.
4. If you are hot and sticky sponge down (or be sponged down!) with tepid water
5. Use "over-the-counter" remedies for any troublesome symptoms: e.g. paracetamol and ibuprofen to reduce fever and relieve aching muscles, or a decongestant if a runny nose and headache is the problem. Discuss your symptoms with a pharmacist.
6. Await the normal recovery process.
7. Consult a GP if your symptoms fail to improve after 7days: sooner if you feel worse.

PREVENTION

Influenza vaccination is recommended for those with long standing medical conditions: e.g. those with conditions such as heart disease, diabetes, lung disease, kidney problems, poor immune systems.

Vaccination is available for other groups of people: but may require a prescription. We still have some vaccines available: please ask at reception if you would like to arrange a "flu-jab" for winter protection.

01904 724343

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Patient Survey Results

Results from a patient survey of GP services released this week show that patients of this practice can access GP services quickly and, usually, with the GP of their choice. A national survey focused on patients:

- Having easy access to GP surgery by phone
- Being able to get an appointment within 48hrs
- Being able to book in advance (ie more than 48hrs ahead)
- Being able to see the GP of their choice

	48 hour booking	Advance booking	Ease of phone access	Preferred GP.
Target to reach	90%	90%	80%	80%
Jorvik Medical	95%	74%	97%	90
North Yorks. practices	91%	Not available	94%	93%
National average	86%	Not available	86%	88%

We only missed the target for advance bookings. This is a consequence of having to keep appointments free to meet the 48 hour target. We will continue to review our system to try and make it as flexible as possible.

Another survey will take place in the New Year and you may be contacted by the local trust about this.

*Some appointments are available for booking up to 2 weeks in advance
Further appointments are made available on the previous afternoon.
The rest become available on the day.
Remember you can now book appointments via the internet.*

Sharing Your Records.

The move from paper to electronic records continues apace. Nowadays GP medical records are almost exclusively recorded on computer. More and more information from hospitals is sent electronically, with test results and most letters from Consultants being sent "down the line" rather than by post. GP records have begun to be transferred electronically between practices when patients register elsewhere.

We have some access to our patients hospital records, which can be very helpful. It is proposed to extend this, so that Consultants and Ward pharmacists at York hospital would have direct access to some aspects of our patients GP records.

MUSIC AT SOUTHBANK

After discussion with the Patient forum we now play Radio 2 and Radio York at Southbank Medical Centre.

BABY CHECKS ARE BACK

In the Summer newsletter we told you that we had stopped doing newborn baby checks. We are pleased to inform you that the PCT has seen sense and we are doing them again when necessary.

Our all new WEBSITE will open shortly and we think you will agree that it's a big improvement. You will find this and future Newsletters there. *Please note the website address has changed.*

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This would include active problems, significant past problems, allergies, immunisations and medications. It would not cover details of consultations. Access would be carefully audited and would only be through certain specific screens.

We support this proposal as we feel that it would improve patient care. You can, if you wish, withdraw consent and opt out if this plan. We will mark your records accordingly.

This would be a local arrangement and should not be confused with the plan for a central Summary Care Record that would cover the whole population. This is still the government's intention but as yet we do not know when it will commence. We will keep you informed regarding this when further information becomes available.