

Jorvik Medical Practice

Newsletter Spring 2008

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 Neil Metcalfe

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

GPs have had a lot of bad press recently. The papers portray us as greedy and lazy. The government, who appear to be conducting a deliberate and vindictive campaign against us, seem to have encouraged them. Being a GP is a complex and difficult job. Politicians are obsessed with simplistic targets such as access and routine surgical waiting lists, rather than quality. They don't understand the broad demands of the role and appear to consider doctors to be technicians, working a production line of patients. The reality, working with people, is much more complex. The latest government push is for extending GP opening hours. Having started discussing this with the Dept of Health negotiators, the politicians themselves (to quote Mr Brown "We're going to push this one through") have unilaterally imposed what is clearly a half-baked, ill thought through proposal upon us. Their methods has been nothing less than bullying. GPs are prepared to consider extra opening hours; we only ask to be dealt with fairly.

Immunisations and Vaccinations are essential for our long term health and protection. We would encourage you to consider your own defence against diseases in the U.K. and around the world

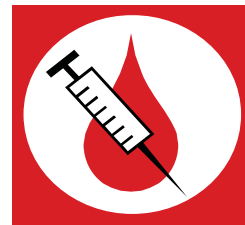
Are you travelling abroad this summer?

Are you leaving home to go to university? Or having a gap year?

Are you working in an "at-risk" occupation or environment?

The practice has a regular travel clinic for registered patients (and the visiting/travelling public) where we offer a range of information and advice tailored to suit your needs.

In addition, the UK immunisation schedule suggests that young



adults under 25 years are at risk if they have not completed their UK boosters for diphtheria, tetanus, polio, meningitis C as well as measles, mumps and rubella. You should be aware that there has been a significant increase in the incidence of measles in the North Yorkshire region.

Please make an appointment with a member of the practice nursing team if you are in any doubt about your current immunisation status.

01904 724343

www.jorvikmedicalpractice.co.uk

Patient Forum Group Jorvik Medical Practice
(January 2008).

How the group was developed.

The group was formed in late 2006 with the objective of providing a vehicle by which the Practice could test views both on the services that it provides and also potential developments in the future. The members of the group reflect various aspects of care and cover a fairly broad, although not fully comprehensive, cross section of the patients of the Practice. We meet approximately once per quarter.

The Practice have been very open and constructive in their dealings with the group and have been prepared to listen to suggestions on the way services are delivered and in particular how the communications between the Practice and patients are handled. At each meeting the patient forum get an update on current issues within Primary Care as it is felt to be very important that the group understand the restrictions in resources that the Practice have to work under in the current climate. This avoids debates developing within the group on the basis of unrealistic expectations.

What is discussed at the meetings.

Over the first year the discussions have focussed largely on communications, continuity and accessibility and we also looked at the results of the 2007 Patient survey in some depth. A flavour of the issues discussed is as follows:-

1. Accessibility

We discussed the appointments system and issues around the ease of telephone access to make appointments, the option of booking appointments online and surgery opening hours.

2. Continuity

The need for continuity for those patients with long-term health care issues.

3. Communications

This was probably the major area of discussion and we covered the use of the website, information in prescriptions, the use of the patient newsletter, notice boards, the possibility of public meetings. The ability to reach patients who do not normally attend the surgery was discussed along with ways of improving communications with the ethnic minorities.

How is it going?

All of the patients on the group feel that it is worthwhile to be involved and it has been very interesting to begin to understand the political aspects of the NHS and the impact of this on Primary Care in respect of financial issues and patient expectation.

The group is broadly representative but we need more patients to become involved in Patient Forum Group. One group which is difficult to engage with is the younger element and we would appreciate any involvement from members of this section of the practice population.

(This article was written by a member of the group).

The date of next meeting is Tuesday 22nd April 2008 from 6.30 – 7.45pm at Woolpack House, The Stonebow, York. For further information please contact the practice manager Mrs. Dana Homer on 01904 724343.

APPOINTMENTS

Getting an appointment when you want one can be frustrating. There is ever rising demand for appointments but we do our best to satisfy demand. Some appointments are available for booking 2 weeks ahead, while other appointments are released for booking on the preceding afternoon. All other appointments are released on the day. To avoid the early morning rush try and plan ahead - there are usually appointments available in only a few days time. Also try in the afternoon for an appointment the following day. Many of you now also use the internet to book.

If you feel you really need to be seen on the day you call then we always get a doctor to phone you. Many problems can be dealt with over the phone but if the doctor feels you need to be seen we will always fit you in somewhere.

Welcome to two new members of our reception team: Sandra and Lisa.

I'm a Yorkshire girl, married with a daughter. Worked at Marks & Spencer for 15 years and fancied a career change. In my spare time I love baking, keeping fit and listening to music.

Sandra

I was a retail manager for Savers but after having a beautiful baby girl decided to redirect my career after maternity leave ended. Looking forward to the new challenge of working at the Jorvik Medical Practice.

Lisa