

Jorvik Medical Practice

Newsletter Spring 2010

Practice Manager
Mrs Dana Homer

Partners

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
Dr Shireen Fatheazam

GP Registrar

Dr Alastair Dickson

Nurses

Alison Marshall
Jan Jones
Iffa Settle
Jo Sykes

Telephone

8am – 6 pm

Surgeries from

8.30am - 6pm

Visit requests

call *before* 10.30

Results

call *after* 10.30

Prescriptions 721872

call 7am - 12noon

Urgent Out of Hours

0845 056 8060

York Hospital

631313

NHS Direct

0845 4647

Social Services York
613161

SUMMARY CARE RECORDS

The government has spent large amounts of your money on establishing a centralised NHS database and the next stage is the implementation of the NHS summary care record (SCR). Some of you will by now have received letters from NHS North Yorkshire advising you of this.

The SCR will contain a summary of your medical record including important diagnoses, medications, allergies and reactions. It will be accessible to authorised NHS staff throughout England and it is suggested, but not proven, that this will improve care by providing access to information to out of hours and emergency NHS staff. Several bodies have, however, expressed genuine concern regarding the security of this data, highlighted by several incidents of careless loss of data in other large state held databases.

The Jorvik Medical Practice could have opted out of this scheme but after consideration decided to participate, as we felt it was for patients to choose for themselves. This is an opt out scheme and unless you act before 30th June this year a SCR will be created for you. The letter will tell what steps to take if you do not want your records added to the national database.

Holiday jobs

Don't forget if you are travelling abroad that you may need immunisations and malaria prevention drugs. We provide a comprehensive service for travel health matters. Don't leave it until the last minute so arrange your appointment several weeks in advance

NEW FACES

We are pleased to welcome:

Jo Sykes who has joined our Practice Nurse team. Jo was previously a practice nurse in Leeds and also worked in Accident and Emergency at York Hospital.

and

Alastair Dickson our new GP Registrar. Alistair was previously working in Stroke and Elderly Medicine in York, and in the wilds and wonders of Cumbria.

01904 724343

www.jorvikmedicalpractice.co.uk

Just 10 minutes...

Ever turned up for your booked doctor's appointment and had to wait 45 minutes to be seen? I'm sure many of you have. Believe it or not the doctor doesn't do it on purpose and finds it equally frustrating and stressful! In the past doctors managed with only 5 minute appointment slots but consultations have today become much more complex; patients are better informed and, quite rightly, ask more questions and want more information. This takes time and doctors today really need at least 15 minute slots but this is unlikely to be achievable.

Appointments are booked every 10 minutes, so that is all the time the doctor has from calling you in to calling the next patient in. 10 minutes to take a history, make any necessary examination, perhaps arrange tests or referrals, prepare prescriptions, writing up notes. Sometimes admission to hospital is needed so time is spent phoning and speaking to hospital doctors and bed managers. And I haven't even mentioned the numerous other interruptions that frequently occur.

But *you* can help! Turn up on time yourself. You'd be surprised how many patients are late arriving and if one of the first patients in a clinic is late everyone else is held up. If you are late we will usually try to see you but you may be asked to rebook.

Please try and bring only one problem. Most patients now seem to come with 2 or more things they want to discuss. If they are simple this is manageable but more complex issues will require more time so you may be asked to come back. If you have more than one thing to discuss please say so at the start of the consultation so that decisions can be made on how best to use the limited time available.

Please be sympathetic! I know it may be difficult but we have no way of predicting what problems will walk through our door. We could have a bell in our rooms that rang after 10 minutes - "sorry Mr Bloggs your times up" - and ask you to leave. We would rather give the time we feel your problem needs.

Some of you will have noticed we are sending text messages reminding you of appointments with us. Feedback has generally been very positive but if you *do not* wish to receive these texts please let us know. Remember to keep us up to date with your current mobile number as otherwise your reminder could be sent to the wrong person.

We will shortly be trialling a change to our phone answering system. Don't worry you won't have a dozen options to choose from, just two. One option will be for those wanting same day appointments. All other calls, including for pre bookable appointments, will choose the other option. We hope this will help us provide a better service and we welcome your feedback on this once it is up and running. Some of you still seem to think you have to

"phone on the day" to get an appointment but you can prebook some doctor appointments up to 3 weeks ahead. You can also book appointments over the internet (if you have a password - just see our reception staff). We are currently reviewing our appointment system, and hope to make some improvements in the near future. These might include some limited prebookable early mornings (before 8am), early evenings and possibly Saturday morning appointments.

JORVIK MEDICAL PRACTICE staff held raffles at Christmas and Easter, raising over £300 for the Woodlands Respite Centre. Well done to all those who donated prizes, created wondrous cakes and of course gave money. The Woodlands Resource and Respite Centre is tucked away on Thief lane and provides respite care for those with Multiple Sclerosis (MS). It receives no lottery or direct Government funding. It subsidises the costs of staying so that anyone can access their service regardless of their personal circumstances. MS is the commonest disabling disease of the nervous system affecting young adults in the Western world. There is currently no cure.