

Jorvik Medical Practice
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South Bank Medical
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175 Bishopthorpe Road
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www.jorvikmedicalpractice.co.uk

9 tips to make the most of your time with the staff at Jorvik Medical Practice.

1. **Choose the right person to see or speak to.** We have a varied team of health professionals doing different things with differing skills and knowledge. The reception team help you to decide which one is most suitable for you. The more information you give them, the better able they are to help you.
2. **Information on our website and other sources.** There are lots of helpful sources of information inside the surgery (leaflets) or from other teams i.e. NHS Direct, York City Council, voluntary agencies & support groups.
3. **Choosing how to 'talk 'with us.** Advice calls with a doctor can take place over the phone throughout the day. Please give the reception team information they need. Conversation at Woolpack House at reception counter could be overheard by patients in the waiting room. To preserve **Your Confidentiality** an interview room is available for your conversation to take place in private.
4. **Lists help.** Make most of your **10 minute** appointment with a GP, Practice Nurse or Healthcare Assistant. It can be stressful coming to the Surgery. Sometimes it feels there is not enough time. A list helps to prioritise what you want to sort out urgently.
5. **Write down the key points discussed.** We remember only 1/3 of what is said to us. Writing things down doubles how much we remember.

| DR DAVID S. FAIR | DR DAVID C. HARTLEY | DR JULIA M. ALEXANDER | DR W. JOHN LOCKETT |
DR NICOLA J. GILL | DR ANTHONY C. PEGRUM | DR J. BENJAMIN SHORTEN | SALARIED GP DR
RACHEL GRAINGER | PRACTICE MANAGER MRS DANA HOMER

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6. **If in doubt always ask.** Sometimes we think we have explained something well but have not. ***Just SAY- I am still not quite sure what you are telling me – could you explain again.***

7. **Bringing someone with you.** If you want to bring someone else with you (partner, friend or carer) into your appointment then please do so.

8. **Medications are not magic and need managing.** Medications are often useful and important but there are pitfalls (side affects, disadvantages and misunderstandings). Getting your medication right is a joint effort. Let us know if you are taking other medication or have stopped taking current medication. We don't mind and it helps us understand and prescribe more effectively.

9. **Patient knows best.** These days the healthiest people are often the people who are helping themselves to health and 'know how.' We are here to help you to get better and it works best if we do it together.

Thank you for your co-operation.

Practice Team.

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