

PATIENT NEWSLETTER

SPRING 2018

MONEY RAISED

A big thank you to all who contributed and entered competitions, raffles, and bought poppies.

A grand total of £1280.67 + £65.00 was raised through your kind generosity for: Dove House; Poppy Appeal; Holderness Lions; Dementia UK and the RNLI (£65.00).

STAFF CHANGES

Reception: Stephanie left the Practice in February 2018 and everyone at the Practice would like to wish her the best of luck in the future with her new adventure.

The Practice is happy to welcome our new Receptionist, Samantha Dixon, who started working with us in March 2018.

Retirement: Gina Marie Peckitt retired as Practice Manager. Gina will be missed by us all at the Practice and we wish her a happy and healthy retirement.

PRACTICE CLOSURE FOR STAFF TRAINING

The Practice will close at **12.00 noon** on Wednesday 25

April. The Practice will re-open at 8.00am (Hedon) and 8.30am (Keyingham) on Thursday 26 April. We thank you for your cooperation and understanding.



MAY BANK HOLIDAY CLOSURES

The Practice will be closed on Monday 7 May 2018 and Monday 28 May 2018 for Bank Holidays.

HOLIDAY VACCINATIONS

Are you travelling abroad? You may need travel vaccinations depending on the country or countries you intend to visit. To help us advise you on the protection you need, please see a Practice Nurse at least 8 weeks before you travel, and ideally 12 weeks ahead to provide time to discuss travel advice. For some vaccinations there will be a charge, please see our Dispensary for more information. You will need to:



- ◆ Complete a holiday vaccination form, which can be obtained from the Reception.
- ◆ Return the form to the Surgery to ensure the Nurses can fully prepare.
- ◆ Make an appointment with the Practice Nurse for holiday vaccinations.

SHINGLES VACCINES

The shingles vaccine is given as a single injection into the upper arm. Unlike the flu jab, you will only need to have the vaccination once. The vaccine is expected to reduce your risk of getting shingles. If you are eligible to have the shingle vaccine someone from the Surgery will contact you to offer you an appointment with one of the Nurses.

DID NOT ATTEND FIGURES

Below are the DNA figures for the winter months:

December : 90
 January : 83
 February : 89

We ask you to inform us if you cannot make an appointment to enable us to offer that appointment to someone else. To contact the Surgery if you know you will be late rather than not attending as the appointment can be cancelled or other arrangements may be able to be made. Please help us to help you – thank you.

MEDICATION ORDERING

Please note, due to the Surgery being closed on Monday 7 May and Monday 28 May 2018 our Dispensary staff request you allow 72 hours for ordering your repeat medication instead of the usual 48 hours. Thank you for your cooperation.

DISPENSARY

A new card reader has now been installed in our Dispensary to make it easier for our patients to pay for their medication.

UNCOLLECTED MEDICATION



An example of the volume of uncollected medication at our Surgery recently

Unfortunately we have ongoing issues with patients who have not collected their medication, which has either been ordered through our automatic system or via

a Doctor query.

Patients do not always take their medicines as intended and sometimes not at all.

There are a number of reasons why patients do not take their medications:

- ◆ The patient does not believe they need to take their medication to control a condition, or do not believe or accept that they have the diagnosed condition.
- ◆ The patient does not like a prescribed formulation so does not take the medication.
- ◆ The patient is experiencing side effects from their medication but had not informed the Doctor.

If any of the above statements relate to you please speak to either a Doctor or one of our Dispensing team.

Uncollected medication causes a lot of work for our Dispensing team. They have to open uncollected medication packets, peel off the label with the patients details on, check the medication is still in date, and if in date place back on the shelf. If the medication is out of date, the medication has to be destroyed, which is a cost to the NHS.

Please help us to help you.

APPRENTICESHIPS

The Practice has always been involved in the teaching of students, including medical and nursing students, and training GP Registrars. We believe education has a central part to play in the provision of healthcare by everyone involved in it.

Laura, one of our Apprentices, has made the decision to go on to study healthcare following her apprenticeship here at the Practice. We wish her every success for the future.



E CONSULT

On 18 May 2017 Hedon Group Practice 'went live' with a new online system, eConsult.

eConsult is an online platform where you can self-check your symptoms and receive medical advice without attending the Surgery.

You can use eConsult to support your healthcare needs 24 hours per day and our GPs will respond no later than the end of the next working day. You will also have access to reliable and trustworthy self-help content and other local healthcare services that may help you to avoid an appointment altogether.

Current feedback from a survey of patients who have used the system is as follows:

Q Were your patients satisfied with eConsult?

75% of patients were satisfied with the service.

75% would recommend the eConsult service to family and friends.

Q What were your patients' care outcomes after using eConsult?

100% of patients said their issue was completely resolved seven days after using the service.

100% of patients did NOT have to contact the GP Practice or any other health service for the same problem in the week after consulting online.

Q Did patients say they were contacted in time?

75% of patents said they were contacted by the stated response time.

Q How did patients hear about eConsult?

50% "from the GP Practice website"

25% "someone else from the GP Practice told me about it"

25% "from a leaflet or promotional banner"

Q Patient satisfaction: Comments:

We ask patients to explain why they were or weren't happy with using the eConsult service. Some of their responses are below:

"The timescales and ease was amazing, sometimes you don't need to be examined so feel like you are wasting the Doctors time"

"Quick, but medical issue was very minor, which in my opinion did not warrant using the GPs time in Surgery".

"Saved time and didn't have to run the gauntlet of trying to get an appointment"

"Never got a call"

Please visit our website to find out more information and to access the form <http://www.hedongrouppractice.co.uk/>

WHEELCHAIR REQUEST

The Practice wheelchair which we keep in our Reception area so our patients and carers can have ease of access to wheelchair facilities when using our Surgery, is now beyond repair.



If anyone has a wheelchair they would kindly like to donate to the Hedon Group Practice, this would be very much appreciated. Thank you.