



# South Milford PPG Newsletter

Spring/Summer 2019

South Milford Surgery  
High Street  
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Leeds  
LS25 5AA

Micklefield Surgery  
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Micklefield  
Leeds  
LS25 4AR

Thorpe Willoughby Surgery  
Fox Lane  
Thorpe Willoughby  
Selby  
YO8 9NA

**Phone: 01977 682202**

**Fax: 01977 681628**

**[www.southmilfordsurgery.co.uk](http://www.southmilfordsurgery.co.uk)**



## Are you online?



The surgery is online and patients are able to book their appointments online at your convenience or you can order medication online when you require. You can also use the SystemOne App from your smartphone or tablet, just download the application from your app store.

If you require any further help or information please do not hesitate to contact a member of staff at Reception who would be more than happy to help,

**Its easy to register just ask for a form at reception or use the link provided on the surgery website and come down to the surgery with identification.**

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**Stay Safe in the Sun this Summer ...  
as May 2019 is Melanoma & Skin Awareness Month**



May 2019 is Melanoma & Skin Awareness month, with this in mind we would like to remind you of the prevention guidelines we should all practice during hot periods of sunshine or over exposure to UV which increase the levels of damage to our skin:

- **Seek the shade**, especially between 10 AM and 4 PM
- **Don't get sunburnt**
- **Avoid tanning and never use UV tanning beds**
- **Cover up** with clothing, including a broad-brimmed hat and UV-blocking sunglasses
- **Use a broad spectrum (UVA/UVB) sunscreen** with an SPF of 15 or higher every day. For extended outdoor activity, use a water-resistant, broad spectrum sunscreen with an SPF of 30 or higher
- **Apply 1 ounce (2 tablespoons) of sunscreen** to your entire body 30 minutes before going outside. Re-apply every two hours or after swimming or excessive sweating
- **Keep new-borns out of the sun.** Sunscreens should be used on babies over the age of six months.
- **Examine your skin** head-to-toe every month

## Patient Participation Group

The Patient Participation Group (PPG) are a group of people who are patients who hold meetings four times a year.

- They represent the patients at South Milford Surgery and the branch surgeries at Micklefield and Thorpe Willoughby
- They review patient comments/ feedback and work with the practice team to make improvements
- They work with the practice team to produce an annual report outlining how the surgery has been improved based on patient feedback



The PPG is always looking for new members. If you are interested in joining please give your contact details to a member of reception staff or contact us via the website page for the PPG.

We welcome all your feedback, again via the contact form on the website page or by telephone to our Chair:

**David Hutchinson: on 01977 681804**



### Stop smoking advice

If you would like to stop smoking please ask the Pharmacy

## Ordering Repeat Prescriptions - Prescription charge Increase

We are a dispensing practice and dispense for the majority of our patients except those who live in Sherburn-in-Elmet, South Milford and Thorpe Willoughby.



Patients on repeat medication don't usually need to see a GP to get their next prescription. To order a repeat prescription you can place your repeat slip in the box at reception, ring the main surgery and use the automated repeat prescription service (please note you need a PIN number from the surgery first) or register to order online. Please note that repeat prescription requests will not be accepted by staff on the main phone line. If you have difficulty with the ordering process please contact reception staff and we can discuss alternative options.

PLEASE NOTE—We need 2 working day to process your prescription so please ensure you order your medication in a time. E.g. an order on a Fri PM will be ready Tues PM or Mon AM is ready Weds AM.

Please note from **April 2019** new prescription charges per prescription are:  
£9.00 per item.

If you require more than 3 items per month it is more cost effective to purchase a pre-payment prescription card starting from 3 months at £29.10 or 12 months at £104.00. You can do this by visiting:  
[www.gov.uk/get-a-ppc](http://www.gov.uk/get-a-ppc)





## Patient Participation Group—Terms of Reference

If you would like to join the group these are the principles we try to work by

### South Milford Patient Participation Group (PPG) Terms of Reference

#### This PPG will:

- ⇒ Provide feedback on patients' needs, concerns and interests and challenge the Practice constructively whenever necessary.
- ⇒ Serve as a 'safety valve' for dealing with grumbles and complaints about the Practice - representing patients but also helping them to understand the Practice's viewpoint.
- ⇒ Communicate information about the community which may affect healthcare.
- ⇒ Give patients a voice in the organisation of their care.
- ⇒ Be as representative of the patient population as possible.
- ⇒ Contribute to Practice decision-making and consult on service development and provision.
- ⇒ Promote good health and higher levels of health literacy by encouraging and supporting activities within the Practice and promoting preventive medicine.

We hope in the future we may be able to do the following;

Assist the Practice and its patients by arranging voluntary groups/support within the community.

Monitor services, e.g. hospital discharge and provide support to patients when back in the community.

Influence the provision of secondary healthcare and social care locally.

**WE** would love more people to join us so if you are interested please contact us

## A message from the practice team...

### Do we have your up to date phone number and email address?



The NHS is moving more towards electronic communication and in line with this we are developing different ways of communicating with you. Please ensure that we have your correct contact details on our records.

To change your contact details please speak to a member of reception staff or complete the form below and hand in at the surgery.

If want to contact the surgery about a non-clinical subject you can use the contact form on the website at [www.southmilfordsurgery.co.uk](http://www.southmilfordsurgery.co.uk) . You can contact the patient group or send ideas and feedback about the surgery to:

[southmilfordsurgery@yahoo.com](mailto:southmilfordsurgery@yahoo.com).

**Please note this is the Patient Group email contact and not for contacting the surgery with issues about our service**

### Update Patient Contact Details

Name \_\_\_\_\_ Date of Birth \_\_\_\_\_

Please complete the details below to update our records

Address \_\_\_\_\_  
\_\_\_\_\_

Home Phone Number \_\_\_\_\_

Mobile Phone Number \_\_\_\_\_

Email Address \_\_\_\_\_

Please tick if you consent for the surgery to contact you by the following methods

Mobile Phone       Email

**Please visit our website for details about how we use your data**

**Please circle which is your preferred method of contact from the surgery for routine things**

Email

Text Message

Letter

Telephone Call

## Booking appointments

Appointments can be made for all three surgeries by telephoning 01977 682202, by calling in at the surgery or you can register for our online booking system (please ask at reception or visit our website for details)



The surgery has a procedure for people who feel their medical problem needs to be dealt with on the day.

- ⇒ A number of appointments are released on the same day with the duty practitioners (these are GP's and nurse practitioners).
- ⇒ These are intended for patients with urgent problems that need to be seen on the same day.
- ⇒ When these appointments are filled we have a protocol to follow which allows the reception staff to add additional appointments and triage telephone calls with the clinicians.
- ⇒ The clinician will then contact each patient and either deal with their problem over the phone, ask them to come to surgery or arrange an appointment in the next few days as appropriate or, in some cases, ask the patient services team to contact the patient and arrange the appropriate appointment.

Any patient who feels their medical problems needs to be dealt with that day should be able to access the surgery in one of the ways above and should NOT be asked to ring again the following day. When booking a same day appointment the receptionist will ask you about the nature of the problem. This is so they can direct you to the best clinician for your problem. They are not being nosy, all the staff are bound by strict confidentiality rules

If you wish to book an appointment with a specific GP for a non-urgent issue, such as a routine follow up appointment, you can book online, by phone (including the automated service) or at one of our receptions. Appointments can be pre-booked up to four weeks in advance and are available on a first come first served basis.

## Making the most of your appointment

When booking a GP appointment plan ahead to ensure you are able to cover everything you want to discuss. If you have a number of problems then please request a double appointment. List your symptoms so you don't forget them and write down when they started and what makes them better or worse within a 24 hour period.



Please remember that if your appointment overruns it has a knock on effect on every other appointment booked into that surgery.

You **can** bring a friend or relative if you are worried.

Be honest about what you think may be causing the problem, and don't be embarrassed.

Your doctor will have heard it all before. Ask the GP to repeat and explain anything you don't understand. If the doctor uses a medical term you are not familiar with ask what they mean or ask them to write it down so you can look it up later.

If you and your GP decide you need to be referred for specialist tests or treatment, you usually have the right to choose which hospital you go to.

## Finding out medical information for yourself

We are surrounded by information about diseases, new drugs, health scares and the latest medical advances. We read about them in newspapers, we chat with our friends, we read about them online. It is very easy to end up confused, worried or scared.

So, where would South Milford Surgery advise you to look for good, impartial advice about your health and medical matters in general?

Obviously we encourage you to ask questions in your appointment, but time is often short (only a 10 minute time slot for a standard appointment) so it makes sense to do some of your own research as well.

Good website resources are:

NHS choices—[www.nhs.uk](http://www.nhs.uk)—A huge database of information managed by the department of health.

Patient.co.uk—The UK's leading independent health site, trusted by patients and health professionals. Many patient information leaflets are taken from this site.

If you do not have computer access you can come into the surgery to ask for information and we will be happy to help.



## When we are closed...

In an emergency call 999.

111 is the NHS non-emergency number. You should call this number if you feel your problem is urgent but you do not feel that it is a medical emergency. It's fast, easy and free. When you call 111 you will speak to a highly trained advisor, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best form of medical care for you. They will arrange for you to see a GP if required

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landline and mobile phones.

You can also go to Selby War Memorial Hospital minor injuries unit, which is open 8.00am to 8.00pm seven days a week.

You can also speak to a pharmacist at your local chemist who will be able to advise you if over the counter treatments are available or direct you elsewhere as appropriate.



## Clinical staff

### Doctors

- Dr Anne C.M. Mackenzie (f)
- Dr Steve G. Lovisetto (m)
- Dr Shaun O'Connell (m)
- Dr Emma Cooper (f)
- Dr David Whiter (m)
- Dr Tristan Courtis (f)
- Dr Peter Kemp (m)
- Dr Muhammed Anjum (m)
- **Dr M Hodgson (f)**  
***Currently on maternity leave***

### Nursing Staff

- Sister Rosie Murray—Nurse Practitioner
- Sister Jane Scott—Senior Practice Nurse
- Sister Kirsteen Wilkinson—Senior Practice Nurse
- Ms Julie Hudson—Health Care Assistant
- Mrs Jane Harper—Health care Assistant
- Mrs Julie Walker—Phlebotomist
- Mrs Susan Thomas—Phlebotomist
- Mrs Tanya Guest—Phlebotomist



## Practice Management

Our Practice Manager, Stephanie Drury, is responsible for the overall smooth running of the practice. We aim to provide a high standard of care and are always interested to hear ways you think it could be improved.



# Hay Fever

Hay fever is usually worse between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest.



## Symptoms of hay fever include:

- sneezing and coughing, a runny or blocked nose, itchy, red or watery eyes, itchy throat, mouth, nose and ears, loss of smell, pain around your temples and forehead, headache, earache or feeling tired

## If you have asthma, you might also:

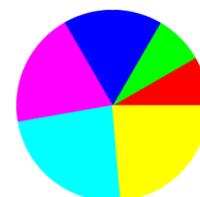
- have a tight feeling in your chest, be short of breath, wheeze and cough. Hay fever will

## THINGS YOU CAN DO TO HELP

- put Vaseline around your nostrils to trap pollen
- wear wraparound sunglasses to stop pollen getting into your eyes
- shower and change your clothes after you've been outside to wash pollen off
- stay indoors whenever possible
- keep windows and doors shut as much as possible
- vacuum regularly and dust with a damp cloth
- buy a pollen filter for the air vents in your car and a vacuum cleaner with a special HEPA fil-

## PLEASE DO NOT DO

- cut grass or walk on grass
- spend too much time outside
- keep fresh flowers in the house
- smoke or be around smoke – it makes your symptoms worse
- dry clothes outside – they can catch pollen



## Highlights recent survey undertaken by patients

A recent patient survey has been conducted within the surgery where patients have been asked to answer a number of questions regarding the service they have received in the past 6 months. These have been collated and analysed and below are some of our findings:

- ⇒ 40% of patients said that they were seen the same day, a further 21% seen within 3 days
- ⇒ 67% of patients felt they were seen as soon or sooner than they wanted
- ⇒ 71% of patients made their appointment over the phone
- ⇒ 83% of patients found staff courteous
- ⇒ 23% of patients waited a short time to see the Doctor of their choice
- ⇒ 32% of patients waited a short time for their appointment due to patient choice
- ⇒ 97% of patients felt the service given was satisfactory or above
- ⇒ Almost 50% of patients were seen on time, with only 2% with a significant delay
- ⇒ 96% of patients felt the booking process was satisfactory or above.

**Continuation of improvement is upmost priority to our surgery and should you feel you have any suggestions or comments please do not hesitate to contact our PPG further.**