

York Medical Group August Newsletter



Reopening of 32 Clifton

York Medical Group's 32 Clifton Surgery is now open after a fire to a water heater in a cupboard, causing a water pipe to burst last December 2016.

Dr Alice Fraser said: "We do appreciate it has been a challenging time for our patients in particular. Our main objective was to minimise disruption and ensure continuity of care for our patients. On behalf of all at York Medical Group, and especially GPs and staff at 32 Clifton, we are delighted to announce we are now fully operational, and we look forward to welcoming you back at 32 Clifton."

GP Online Services

Sign up to GP online services and you'll be able to use a website or app to:

- Book or cancel appointments online with a GP or nurse
- Order repeat prescriptions online
- View parts of your GP record, including information about medication, allergies, vaccinations, previous illnesses and test results
- View clinical correspondence such as hospital discharge summaries, outpatient appointment letters and referral letters.

If you would like to sign up for our online service, please speak to your Patient Care Coordinators, you will need to come into one of our sites and provide some ID.

York Medical Group has a new website

The website contains information about our opening times, clinics and services, Practice staff and is regularly updated with Health News from the BBC and NHS. You can request prescriptions, make appointments and offer feedback.

www.yorkmedicalgroup.co.uk

Whilst designing our new website we involved members from our Patient Participation Group to give us an insight on what our patients wanted to see on the new website. If your opinion matters and you would like to get involved with our PPG, please speak to your Patient Care Coordinators.



Feedback

We welcome feedback on our service, both good and bad. Please feel free to feedback any concerns or comment in branch on our Comments and Complaints leaflets, by email infoYMG@nhs.net or visiting the website.

Urgent Care Centre

York Medical Group has launched its Urgent Care Centre which offers on the day treatment. You will be assisted by our Patient Care Co-Ordinators who will direct you to the appropriate service or clinician.

What to do if you have an urgent problem?

- ◆ Phone your usual surgery on any working day, Monday to Friday. The earlier you contact us the better we will be able to place you in the right appointment. Appointments will run from 08:30 to 18:00.
- ◆ Briefly explain your symptoms to your Patient Care Co-Ordinator.
- ◆ Your Patient Care Co-Ordinator will take some details and book an appointment face to face with the Urgent Care Team, or will arrange a telephone consultation, skilfully signposting you to the most appropriate appointment for you.
- ◆ The telephone clinicians will phone you on your chosen contact number. ***Please note this may be from a blocked/unknown number – please be prepared to answer the call.***
- ◆ The telephone clinicians will either give you advice, treat the problem over the phone or will offer you an appointment with the most appropriate clinician, on the same day if that is appropriate.



Hello and Goodbye

Welcome to...	Site
Dr James Travis, GP	Acomb
Dr Simon Arrowsmith, GP	Acomb
Michelle Moss, Receptionist	Acomb
Daniel Loram, GP Trainee	Water Lane
Helen Brosch, GP Trainee	Acomb/Woodthorpe
Louise Rennick, GP Trainee	32 Clifton
Dr Paul Park, FY2	32 Clifton
Dr Samah Ballal, FY2	Acomb/Woodthorpe
Farewell to...	
Dr Lizzie Nellist, GP	Tower Court

Did you know?

94% of GP and Nurse appointments were attended in **July**, resulting in **653 appointments** which could have been used by other patients if these had been cancelled. We hugely appreciate you informing us that you are unable to attend your appointment. You can cancel appointments via telephone, online system or if you are set up for text reminders you can also cancel via SMS, please only use the words "Cancel".

Monthly Puzzle – Sudoku!

5	3			7				
6			1	9	5			
	9	8					6	
8				6				3
4			8		3			1
7				2				6
	6					2	8	
			4	1	9			5
				8			7	9



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