



Ash Grove Medical Centre

Tel: 01977 673141 – Appointments & Enquiries
www.ashgrovesurgery.co.uk



Welcome to the summer issue of our Practice Newsletter. In this newsletter we aim to provide patients with up to date news, Changes to the services provided and useful information.

Staff News

We would like to extend a warm welcome to Clare Hughes (Health Care assistant), Kim Mills (Practice nurse), Lucy Mills (Receptionist), Isobel Keeling (Receptionist), Nicola Jackson (Receptionist), Simone Brown (Receptionist), Jackie Brear (Cleaner) and Dr Sam Borin (GP) who have recently joined the team at Ash Grove Medical Centre.

With the addition of these new staff we look forward to seeing an increase in access to our services at Ash Grove Medical Centre

We would like to congratulate the reception team at Ash Grove Medical Centre who were presented with “The Mayor says thank you” award in June in recognition of the hard work and dedication from our staff to ensure we deliver the best service we can.



Staff Training Days

Please make a note of the dates below when the surgery will close at 12:00pm for staff training. We will close at 12 noon on the day of training and re-open the following day at 8:00am. If you need a Doctor in an emergency please telephone NHS111.

- 17th July 2019
- 18th September 2019
- 13th November 2019
- 15th January 2019
- 26th February 2019

Bank Holiday Dates

The surgery will be closed on August Bank Holiday – Monday 26th August 2019.

GP Care Wakefield is operational on Bank Holidays between the hours of 9:00am – 3:00pm. If you require urgent medical attention during these hours, please telephone the surgery as usual and you will be transferred through to GP Care Wakefield where you will be able to speak to a Nurse about your condition. Following initial discussion with the Nurse, if deemed appropriate he / she will offer you a GP appointment at Trinity Medical Centre or Pontefract General Infirmary.

Should you require urgent medical attention outside of these hours please contact NHS111 who are operational 24 hours.

Please remember to order your prescriptions in time and allow additional days for processing of prescriptions over the August Bank Holiday period.

Missed Appointments

During the months of January to June 2019 a total of **167 January, 160 February, 112 March, 159 April, 132 May and 115 June** patients failed to attend their appointment.

We understand that sometimes circumstances mean that you can no longer make your appointment but would ask that you please ensure you contact us to cancel to allow the appointment to be utilised by another patient.

Fire evacuation

We would like to thank all the staff and patients who were involved in our fire evacuation on Friday 28th June. Test evacuations are important to ensure the safety of our staff, patients and visitors and ensure the fire procedures we have in place are effective. The building was evacuated smoothly in 4 minutes 31 seconds.

Carers

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction that cannot cope without their support. We are always looking at updating our carers register and if this applies to you please inform the surgery, this allows us to support and refer you for support while you support others.

Dementia Awareness

We aim to provide excellent care & support for people living with Dementia. All our staff are trained as Dementia friends to support our patients, carers and community. More information about Dementia Friends (an Alzheimer's Society Initiative) is available at www.dementiafriends.org.uk/



Safer Places Scheme

Our Practice is registered as a 'Safer Place' with the Wakefield District Safer Places Scheme. The Safer Places Scheme is a voluntary scheme that aims to assist vulnerable people with learning disabilities, autism and dementia to feel safer when travelling independently.

Vulnerable people who are members of the Safer Places Scheme carry a Safer Places Card with their name and the details of up to three people that can be contacted in the event that support is required. If a vulnerable person arrives feeling unwell, confused, lost, or having been a victim of crime, staff within a Safer Place are asked to assist by contacting one of the people named on the back of the Safer Places Card or the emergency services and allow the vulnerable person to wait on the premises until the named person or police/ambulance arrive.

You can contact the Safer Places scheme on **0345 8503503**

Safer Places
Scheme



Sun safety

Sunburn increases your risk of skin cancer. Sunburn does not just happen on holiday. You can burn in the UK, even when it's cloudy.

There's no safe or healthy way to get a tan. A tan does not protect your skin from the sun's harmful effects.

Sun safety tips

Spend time in the shade when the sun is strongest. In the UK, this is between 11:00am and 3:00pm from March to October.

Make sure you:

- spend time in the shade between 11:00am and 3:00pm
- make sure you never burn
- cover up with suitable clothing, hat and sunglasses
- take extra care with children
- use at least factor 30 sunscreen



How to apply sunscreen

Most people do not apply enough sunscreen.

As a guide, adults should aim to apply around:

- 2 teaspoons of sunscreen if you're just covering your head, arms and neck
- 2 tablespoons if you're covering your entire body while wearing a swimming costume

If sunscreen is applied too thinly, the amount of protection it gives is reduced.

If you plan to be out in the sun long enough to risk burning, sunscreen needs to be applied twice:

- 30 minutes before going out
- just before going out

Sunscreen should be applied to all exposed skin, including the face, neck and ears, and head if you have thinning or no hair, but a wide-brimmed hat is better.

Sunscreen needs to be reapplied liberally and frequently, and according to the manufacturer's instructions.

It's also recommended to reapply sunscreen every 2 hours, as the sun can dry it off your skin.

Swimming and sunscreen

Water washes sunscreen off, and the cooling effect of the water can make you think you're not getting burned. Water also reflects ultraviolet (UV) rays, increasing your exposure.

Use water-resistant sunscreen if it's likely you'll sweat or have contact with water.

Sunscreen should be reapplied straight after you have been in water, even if it's "water resistant", and after towel drying, sweating or when it may have rubbed off.

For more information on Sun safety please visit

<https://www.nhs.uk/live-well/healthy-body/sunscreen-and-sun-safety/>



NHS App

If you're a patient at our practice you can now use the new NHS App, a simple and secure way to access a range of NHS services on your smartphone or tablet.

You can use the NHS App to check your symptoms and get instant advice, book appointments, order repeat prescriptions, view your GP medical record and more.

If you already use GP online service available at practice] you can continue to use it. You can use the NHS App as well.

For more information go to www.nhs.uk/nhsapp

Who is it suitable for?

The NHS App is for people aged 13 and over who are registered with a connected GP surgery.

How does it work?

With the NHS App you can:

- Check your symptoms – find reliable NHS information on hundreds of conditions and treatments, and get immediate advice
- Book appointments – search for, book and cancel appointments at your GP surgery
- Order repeat prescriptions – see your available medications and request a new repeat prescription
- View your medical record – get secure access to your GP medical record
- Register to be an organ donor – easily manage your preferences on the NHS Organ Donor Register
- Choose how the NHS uses your data – register your decision on whether it can be used for research and planning

What appointments can I book online?

At Ash Grove Medical Centre we are making more appointments available to you to book on line or through the NHS App. Below is a list of appointments currently available:

- GP appointments
- Smear appointments
- Depo appointments
- Diabetic appointments (Please note you will require your bloods doing 1 week prior to the appointment)

Electronic prescriptions

If you get regular prescriptions, the Electronic Prescription Service (EPS) may be able to save you time by avoiding unnecessary trips to your GP.

EPS makes it possible for your prescriptions to be sent electronically to the pharmacy or dispenser of your choice.

Choosing a pharmacy or dispensing appliance contractor to process your EPS prescription is called nomination.

This means you'll no longer have to collect a paper repeat prescription from your GP practice.

Instead, you can go straight to the nominated pharmacy or dispensing appliance contractor to pick up your medicines or medical appliances.

Because your pharmacist has already received your electronic prescription, they may be able to prepare your items in advance, so you just have to pick it up with no extra wait.

But this depends on the capacity of pharmacists on the day and may not be possible all the time.

Prescribing Changes – Over the Counter Medications

Prescribing of over the counter medicines is changing - Please help the NHS to use resources sensibly.

Following an extensive public consultation exercise, NHS England (NHSE) medicines which are available to buy in a pharmacy or supermarket (over the counter) will no longer be routinely prescribed for the following conditions:

Acute sore throat	Conjunctivitis	Coughs, colds and nasal congestion	Mild irritant dermatitis
Cradle cap	Dandruff	Diarrhoea (adults)	Mouth ulcers
Dry eyes/sore tired eyes	Earwax	Excessive sweating	Oral thrush
Haemorrhoids	Head lice	Indigestion & heartburn	Sunburn
Infant colic	Infrequent cold sores of the lip	Infrequent constipation	Threadworms
Infrequent migraine	Insect bites and stings	Mild acne	Mild to moderate hay fever
Minor burns and scalds	Mild cystitis	Mild dry skin	Nappy rash
Minor pain, discomfort and fever (e.g. aches and sprains, headache, period pain, back pain)	Warts and verrucae	Travel sickness	Prevention of tooth decay
	Teething/mild toothache	Ringworm/athletes foot	Sun protection

Why is it changing?

The NHS has been spending around £136 million a year on prescriptions for medicines that can be bought over the counter, such as paracetamol.

By reducing the amount it spends on OTC medicines, the NHS can give priority to treatments for people with more serious conditions, such as cancer, diabetes and mental health problems.

How your local pharmacy team can help you?

Pharmacists can give clinical advice and help you choose the most appropriate treatment. If your symptoms suggest it's more serious, they'll ensure you get the care you need.

What if my symptoms don't improve?

Your local pharmacy team can tell you how long to expect the symptoms of your condition to last. If they haven't improved after this time or you start to feel a lot worse, you should:

- Go back to the pharmacy for further advice
- Call NHS 111
- Contact your GP

Polite Reminder

Can all patients ensure the surgery have an up to date mobile and home telephone numbers. We must also be informed of any change of address details.