

## Surgery Opening Times

Monday	8:00am-7:00pm*
Tuesday	8:00am-6:00pm
Wednesday	8:00am-6:00pm
Thursday	8:00am-6:00pm
Friday	7.30am-6:00pm*

\*Extended hours for people who work

**PLEASE NOTE: WE HAVE JUST ALTERED THE TIMES OF OUR EXTENDED HOURS.**

## Routine Care for Patients with Diabetes

Patients with diabetes can expect to have regular appointments to help them monitor and control their diabetes and prevent complications. As part of this care, some patients attend hospital appointments. However, everyone with diabetes in the practice should have at least a yearly review with the Practice Nurse. This will occur by month of birth and it is important to attend even if you go to the hospital as it enables us ensure that important surveillance checks are done on the feet, eyes, kidneys etc. It also acts as a point of contact with the practice so that you can ask any questions you may have about your diabetes. You should receive a letter in your birth month inviting you to have some blood tests done before seeing the Practice Nurse.

## **BOWEL CANCER SCREENING**

Did anyone hear Mr Alan Rawson, a patient at St Luke's, speaking on Stray FM about the importance of taking up the offer of bowel cancer screening? He is a member of ENCORE (Colorectal cancer support group) and has had bowel cancer himself. If you have missed your screening contact the Bowel Screening Helpline on **0800 7076060**.

## Flu Immunisations 2011

### **Who should get vaccinated?**

The over 65s and everyone (including children over 6m of age) in these clinical risk groups:

- serious heart disease
- serious lung disease, like COPD, cystic fibrosis or asthma
- serious kidney or liver disease
- a long-term health problem, like diabetes
- a weakened immune system - e.g. from chemotherapy, radiotherapy, steroid treatment or HIV/Aids
- nursing and residential home residents
- anyone who is a carer
- pregnant women at any stage of pregnancy
- Front-line healthcare and social care employees are advised to have flu immunisation. It is their employer's responsibility to provide this.

Flu Clinics (**8.30-10.30am**) are planned on:

**Saturday September 24<sup>th</sup> (surnames A-G)**

**Saturday October 1<sup>st</sup> (surnames H-N)**

**Saturday October 8<sup>th</sup> (surnames O-Z)**

**Saturday October 22<sup>nd</sup> – for any patients who missed their correct morning.**

*Pneumococcal immunisation will be offered to patients over 65yrs who have not yet had it.*

### **Adult Bereavement Drop – In for Harrogate**

JUST'B' has started a drop-in for newly bereaved and those bereaved up to 2yrs ago at Harrogate Library, Victoria Avenue on alternate Wednesdays starting 14th September 5-7.00pm. Further information from Clare Godden, bereavement worker – tel: 01423 856790 [cgodden@justbe.org.uk](mailto:cgodden@justbe.org.uk)

## St Luke's Surgery



**Autumn 2011**



### **Contacting the surgery**

St Luke's Surgery

Mowbray Square Medical Centre

Harrogate

HG1 5AR

Tel: 01423 503035

Fax: 01423 562665

Email: [stlukesadmin@gp-b82076.nhs.uk](mailto:stlukesadmin@gp-b82076.nhs.uk)

Have you looked at our website?

[www.stlukesdoctors.co.uk](http://www.stlukesdoctors.co.uk)

### **Out of Hours Services**

To speak to or see a doctor at night or at weekends please telephone **0845 0568060**

The service is open 6pm-8am on weekdays and 24 hour cover on weekends and Bank Holidays.

### **NEW PATIENTS WELCOME**

**PLEASE NOTE THAT OUR PRACTICE LIST IS CURRENTLY OPEN AND WE WOULD WELCOME REGISTRATIONS FROM NEW PATIENTS**

## REPEAT MEDICATION

We are currently reviewing the way we manage patients' medications in order to ensure that our repeat prescribing system is as efficient and safe as possible.

- One source of errors is when a hospital alters a patient's medications either after a stay in hospital or when they are seen in an outpatient clinic and we do not change the repeat prescription drug list on our computer system. We are putting a system in place to ensure that a doctor always checks any new medications or changes in dose against your repeat drug list. This process is called **Medicines Reconciliation**.
- We do not take requests for repeat prescriptions over the telephone in order to avoid making errors. You can either drop in the right hand side (RHS) of your prescription with the required medicines ticked or fax or email a request to the surgery. Please allow 2 working days for the new prescription to be processed.
- If patients are on certain drugs such as azathioprine or methotrexate they need regular blood tests. We have put a system in place to try and ensure that your testing is up to date before we issue a repeat prescription – please help us by having your blood tests done when required.
- If you have to go into hospital please take the right hand side order slip of your repeat prescription with you and also the actual medications so that the hospital staff can check what you are taking.

- If you are given a treatment advice note for a new medication by the outpatient clinic please drop the letter off as soon as you can. We aim to issue a prescription for the new item(s) within 2 working days.
- Every so often we send a message on your repeat prescription asking you to make an appointment with a doctor for a **Medication Review**. Medication reviews are to ensure that you are still taking the correct medications and that there are no side effects. It is also an opportunity for you to ask questions.
- You may use a community pharmacist to order your repeat prescription. Please only order what you require. Medications that are used on an "as required" basis may not need a new prescription every month. **Please try and avoid waste.**
- Maggie Coates is our Medicines Manager and a very valuable member of the practice team – she helps us ensure the repeat prescribing system works as well as possible. She may ring you if we need to check anything about your medications.

### Staff News

We are sorry that **Hazel Graves**, practice assistant, will be retiring at the end of September after 5 years loyal service. We wish her all the best in her retirement.

We were sorry to lose **Liz Wallace**, reception co-ordinator, who has decided to make a change in career. Congratulations to Practice nurses, **Charlotte Lee** & **Nadine Collinge** who have passed their COPD diplomas. Congratulations to **Catherine Marley** our latest employee of the quarter- "Friendly, bubbly, a competent and hardworking member of the team."

### St Luke's Patient Participation Group (PPG)

We held the first meeting of the PPG on 14<sup>th</sup> September. We are very grateful to the patients who attended – they made constructive suggestions about how we could improve our services. With their input we plan a questionnaire to patients towards the end of the year.

***If anyone else would like to be involved please ask at reception for more details.***

### Need Treatment or Health Advice?

There are more options than you might think...

- Self Care is suitable for minor self-limiting symptoms like headaches, sore throats and stomach upsets.
- Our surgery offers daily telephone triage appointments with the duty doctor for advice.
- NHS Direct – advice on symptoms, treatment and general health & well-being available 24 hours a day. Call **0845 46 47** or online at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk).
- Your Community Pharmacy can provide advice and treatment for minor symptoms and conditions and can advise on your prescription medications.
- When the surgery is closed you can access the Out of Hours GP for telephone advice or face to face consultation by ringing **0845 0568060**.
- A&E or 999 – For serious injuries and urgent conditions that need immediate attention such as chest pain, suspected stroke, severe bleeding etc.