

Mill Road Surgery

Newsletter April/May 2017

Surgery Telephone: 0114 2456370

Website address: www.millroadgpsurgery.co.uk



We would like to thank our patients for their understanding during these challenging times, there have been lots of changes for us and I'm sure that you have noticed some changes too. Every day now our demand for appointments is more than what we have to offer, when this happens we offer a triage telephone call with the doctor who will discuss your urgent problem to which they may offer a doctors appointment either here or at our local hub (Palgrave Medical Centre) or just offer verbal advice over the phone. Please book a routine appointment if your problem isn't urgent, there is usually a 2 week wait for this.

We try to answer the phones quickly at 8.30 every morning, but we are constantly challenged when we offer triage calls, slowing down our attempt to deal with calls quickly, to ensure we provide a smooth running service please make the triage call appointment and if you are not satisfied after you have spoken to the doctor please come back to us. Furthermore if a triage call has been booked please have you're phone handy as we do experience a lot of missed calls which impacts on the doctors time.

We kindly ask housebound patients requesting medication and patients enquiring about test results to call us after 10.30am when the appointment rush has gone.

A very big welcome to our new addition

Registrar Dr Emma Jones has now started and will be working full time for 6 months

And a sad goodbye to Dr Ekata Jain who will be leaving the Practice as a fully qualified GP on 31st March

Surgery Closures

Bank Holiday

Good Friday 14th April

Saturday 15th April

Easter Monday 17th April

Please ensure you have sufficient medication to last you through this period.

GP Training events

From 1pm on Tuesday 9th May

From 1pm on Wednesday 7th June



Why wait to see a doctor when you can self refer yourself to a service—Available services

SOAR—employment & skills, healthy lifestyles, social networks, welfare & benefits, coping & self management and families & parenting—please collect a referral form from the surgery reception

Stop smoking— visit www.yorkshiresmokefree.nhs.uk or telephone free from landlines 0800 612 0011 or from mobiles 0330 660 1166

Counselling and Talking Therapies— visit www.iaptsheffield.shsc.nhs.uk or call 0114 226 4380

Why Weight—Sheffield— visit www.whyweightsheffield.co.uk or call 0114 321 1253 This is a free service for residents within Sheffield who are looking to take control of their weight and create achievable goals towards leading a healthy lifestyle

Reminder Saturday morning surgery is for **pre booked appointments ONLY**, if you need to be seen please call 111 or attend a walk in centre :- Broad Lane Sheffield or Greasbrough Road Rotherham. Prescriptions can no longer be collected on a Saturday morning so we recommend that you nominate a pharmacy of your choice, so you are able to collect your prescription at your convenience.

Holiday vaccinations

Please remember if you think you may need travel immunisations for your trip you will need to complete a holiday form which includes questions about your proposed trip—dates of travel, where you will be visiting, length of travel and type of activities. We need 6-8 weeks prior notice for the Practice nurse to be able to check your details and have time to offer an appointment. Should you be travelling at short notice (less than **2 weeks**) then you will need to go privately, please contact Sheffield Travel Health Clinic Tel 0114 2712608 there will be a fee for this service.. For holiday advice/info visit www.fitfortravel.nhs.uk

Disappointing Did Not Attend Appointments (DNA's) figures

January 2017 we wasted 20 hours of clinical appointments

Doctors 33 pre booked DNA, that's equivalent to 440 minutes

Nurses 24 pre booked DNA, that's equivalent to 495 minutes

HCA 10 pre booked DNA that' equivalent to 110 minutes

Counsellors 3 DNA a total of 135 minutes have been lost

February 2017 we wasted 21 hours of clinical appointments

Doctors 22 pre booked DNA, that's equivalent to 305 minutes

Nurses 22 pre booked DNA, that's equivalent to 470 minutes

HCA 16 pre booked DNA, that's equivalent to 210 minutes

Counsellors 6 DNA a total of 270 minutes have been lost

Minor Ailments Scheme

If you are currently entitled to exemption prescriptions this also includes pre paid prescription you can see the pharmacist for items such as hayfever medication and head lice treatments for the full list please see the poster in the surgery reception or talk to your pharmacist.

Productive General Practice

As a surgery we are constantly striving to offer the best service that we possibly can. To enable this to happen we regularly need to look at how we work and assess if this is the most efficient use of time and resources. We are currently following the Productive General Practice plan, a plan that has recently been rolled out in Sheffield, and looking at ways that we can improve the service which we provide. Although a lot of the changes will be happening 'behind the scenes' the benefits will hopefully be felt throughout the surgery. Please consider that this an ever-evolving process and we always welcome your feedback and suggestions.