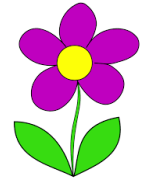


NEWSLETTER



Summer 2023

In this issue...

Staff Changes	Page 1	Patient Participation Group	Page 5
Other Staff News	Page 2	Zero Tolerance Policy	Page 5
GP Training	Page 2	NHS App	Page 5
Test Results	Page 2	Changes to Prescription Requests	Page 5
Minor Ailments Clinic	Page 2	You can find us on...	Page 6
Missed / Cancelled Appointments	Page 3	Green Impact for Health Toolkit	Page 6
YMP Car Park	Page 3	Newsletter	Page 6
Charity Book Stall	Page 4		

STAFF CHANGES



There are a few new faces who have joined us since our last Newsletter.

GPs and Clinical Staff

In March, we were joined by two new GP Partners – Dr Joe Harley and Dr Ransith Mudduwa.

We have also recently welcomed Helena Marren (Children's Counsellor) and Alyx Kendrick (Doctor's Associate).

Admin and Reception Staff

Since our last Newsletter, we have welcomed Donna, Shannon, Annalise, Vicky, Viky, Sam and Charley to our Reception Team.

Sadly, we have said "Goodbye" to a few members of our team...



Dr Ashleigh Lane left the Practice in June as she is wanting to spend more time with her family. Dr Lane had been with us for 7 years.

Pam Adele, one of our Nurse Practitioners, left after over 16 years service to the Practice having secured a new role in a different surgery.

Elizabeth Weledji (Practice Pharmacist) Greg Mead (Children's Counsellor), Steph Roberts (Registrations Administrator) and Gemma Carter (Reception Team Leader) have also recently left the Practice.

We wish all our leavers all the very best for the future! They will be missed by everyone.

OTHER STAFF NEWS



Lots of “Congratulations” to tell you about!

New babies...

Emma (Secretary) welcomed a baby girl, Jessica in December 2022.

Becca (Admin) welcomed a baby boy, Arthur in February 2023.

Emily (Reception) welcomed a baby boy, Jarrod on 28 July 2023.

Training and Qualifications...

Kenzie Parkes, one of our ACPs, has gained her prescribing qualification.



Ryan Davies has achieved a Masters in Advanced Clinical Practice – and he got a Distinction too!!

Carolyn Ovington has achieved a foundation Degree in Nurse Associate Studies.

Dr Zoe Barron has become a Training Programme Director at The Durham and Tees Valley GP Training Programme.

CONGRATULATIONS to everyone!!

GP TRAINING



The Practice continues to work hard as a training practice, teaching Medical Students and GPs of the future. We currently have three GP Registrars working at the Practice:

- Dr Emma Taylor
- Dr Ayo Babalola
- Dr Mehrab Rasheed.

Dr Sarah Gaffing has now moved on to her final GP training placement in Hartlepool after working with us for the last year.

TEST RESULTS



Patients are only to have tests (bloods, urine, sputum, stool etc) performed if a clinician has requested them.

Samples should be in the correct sample bottle, obtained from our Reception Desk. The label on the bottle must be fully completed. If not, we will discard it.

Patients who have had any tests performed (as above) are requested to ring the Practice **after 2.00pm** to obtain the results no sooner than 3-5 days after the test has been taken.

MINOR AILMENT CLINIC

Minor Ailment Clinic!!

We are now offering a **Minor Ailment Clinic** at the surgery every Monday and Friday from 8.30am to 5.30pm. This clinic is for the following:

- Hayfever
- New eye complaints
- New coughs
- Ear infections
- Urine infections
- New rashes
- Flares of gout
- Minor injuries such as bites and sprains
- Children's minor illnesses
- Genuine emergency medication needs.

There are two golden rules regarding this clinic:

1. No complaints over 2 weeks old
2. No chronic illnesses or injuries

MISSED APPOINTMENTS / CANCELLING APPOINTMENTS

For the period 1 June to 1 August 2023, there were **57.5 hours** of missed appointments at the Practice. This equates to **305 appointments not attended**.



If you cannot attend your appointment, PLEASE let us know in good time so that we can offer the appointment to someone else.

Simply ring the Practice on 01642 745800. After a short pre-recorded message (45 seconds long), select Option 2 – Appointments, followed by Option 1 – Cancel your appointment.

You will need to leave your name, date of birth and the date and time of your appointment.

YMP CAR PARK

The car park at the surgery continues to cause some problems for staff, patients and visitors.

Please remember we have the **Parking Eye** in operation from 7.30am until 7.30pm, Monday to Friday. The car park is also covered by CCTV 24/7.



Patients / visitors are asked to be considerate when parking their cars in the car park. All parking bays are for people who have appointments at the surgery. Patients are asked to ensure they input their car registration into the ipad which is situated next to the booking-in computer at the main entrance.

There are **6 disabled parking bays** at the back of the surgery. Those who use these bays are requested to ensure that they put their **Disabled Blue Badges** on the dashboard where they can be seen please.

We also have 2 **Parent and Children** bays. These are for use by patients who have babies / toddlers with them.

Unfortunately, there have been a number of minor incidents / accidents in the Practice Car Park recently.

We would ask patients / visitors to be aware that **any** incidents in the car park will be reported to the Police for the prevention and detection of crime and to assist with their investigations. This includes car registration numbers. If the Police ask for sight of our CCTV footage to aide their investigations or for insurance purposes, this will be provided.

CHARITY BOOK STALL

Our Charity Book Stall continues to raise monies for charity.



From December 2022 to June 2023, we were raising monies for SANDS and a fabulous amount of £275.00.

Sands exists to reduce the number of babies dying and to support anyone affected by the death of a baby, before, during or shortly after birth, whenever this happened and for as long as they need support.

For more than 40 years, Sands has been there for anyone affected by pregnancy and baby loss to offer understanding and comfort through its Freephone helpline, mobile app, online community and resources and locally through a UK-wide network of around 100 regional support groups.

For more information, please go to www.sands.org.uk.



Between now and Christmas, any monies raised will go to the Nitelight CIC charity.

The aim of Nite Light CIC is to increase the health and wellbeing of the most vulnerable within our community by providing basis essentials. Please go to www.nitelightcic.co.uk for more information.

Thank you to all our patients who continue to support our Book Stall by either bringing books in to be sold or by buying books.

Thank you!! 😊

PATIENT PARTICIPATION GROUP (PPG)



The Practice formed its Patient Participation Group in 2011. The aim of the Group is to be able to express their views about the services within the Practice whilst supporting changes which may be made to enhance the patient services. The Practice has found this a very beneficial process.

If you would like to join the PPG, please send an email to us at nencicb-tv.a81027@nhs.net.

ZERO TOLERANCE POLICY



Yarm Medical Practice operates a zero tolerance policy towards harassing, violent, threatening and abusive behaviour towards any members of our staff.

The doctors, nurses and staff in the Practice have the right to do their work in an environment free from violent, threatening or abusive behaviour and everything will be done to protect that right.

At no time will any such behaviour be tolerated. If you do not respect the rights of our staff, we may choose to inform the Police and make arrangements for you to be removed from our Practice list immediately.

NHS APP

Download the **NHS app** to get 24/7 access to all the following useful features:



- View your GP record
- Order repeat prescriptions
- Check your symptoms
- Get an NHS Covid Pass
- Book and cancel appointments
- Message your GP surgery
- Find out how the NHS uses your data
- Register your organ donation decision

nhs.uk/nhs-app

PRESCRIPTION REQUESTS



How you order prescriptions from us is changing.

We are closing the prescription email address from 1 September 2023. This is because we have found that patients are using this more for medical queries, there can be delays to prescriptions requests and patients are duplicating previous prescription emails which can be inaccurate.

Patient safety is our priority.

After consultation with patients, staff and the Patient Participation Group, we have decided to discontinue this email address as an option to request prescriptions and advise patients to download the **NHS app** as a more secure and safe way of requesting prescriptions.

We will still be taking paper requests at the surgery for those without internet access and the link to the SystmOne patient record is another option for patients to use.

Patients are reminded that prescription requests can take up to **5 working days to process** and reach your nominated pharmacy.

Due to the summer holidays, we are getting a number of last minute / urgent requests for prescriptions. Patients are respectfully requested to ensure they order their prescriptions in good time (ie: at least one full working week before their holidays).

YOU CAN FIND US ON...



Just a reminder that you can find us on....
Google ~ www.yarmmedicalpractice.nhs.uk*
Facebook ~ Yarm Medical Practice
Twitter ~ @yarmmedical

*Please check out our website, which has recently been updated and revamped to become much more useful webpage to use.

GREEN IMPACT FOR HEALTH TOOLKIT

We are delighted to be signed up to the Green Impact for Health Toolkit and we are actively taking steps to reduce our carbon footprint.



The climate emergency is also a health emergency, and health care in the UK contributes 4%-5% of the UK's carbon emissions.

Fortunately, most of the solutions for the planet also make our health better – for example eating a mainly plant-based diet, engaging in active travel and exercise in nature avoiding smoking, reducing pollution etc. These all enhance our health and reduce our need for medications, with further benefits to the NHS, your health and the carbon footprint of healthcare.

Take a look at www.greenerpractice.co.uk for further information.

OUR PRACTICE NEWSLETTER

We aim to produce our **Practice Newsletter** 3-4 times a year.

In future, the Newsletter will be available by email or online only.



If you should like to receive a copy of the Newsletter by email, please email nencicb-tv.a81027@nhs.net and we will add you to the mailing list.

The Newsletter will also be available online via our website – www.yarmmedicalpractice.nhs.uk.