

## NEWSLETTER ~ SPRING 2024

### NEW STAFF MEMBERS



Since the last Practice Newsletter, we have welcomed a number of new people to the Practice Team.

**Reception Team** – our new members are: Susan, Janine, Murat, Rachael, Lauren and Lynne.

**Nurse Team** – Lucinda Norris (Nurse Practitioner) and Katie Hall (Practice Nurse).

From March 2024, we will have a new GP joining us – Dr Charlotte Brown. Dr Brown was a GP Registrar with us in 2020 and it is lovely to have her rejoining us at the Practice.

We also welcome Dr Lizzie Copeland, our new GP Registrar who joins us in February.

### GOODBYE AND GOOD LUCK

Sadly, we have recently said goodbye to Emma K (Reception/Admin Team) and Helen (Prescriptions Team) who have both moved on to other roles within the NHS. Also to Emma B (Secretary) who has secured a new role in a Dental Surgery.

Next month, we will be saying good-bye to Dr Mehrab Rasheed, one of our GP Registrars who moves on to another role as part of his GP training as well as Dr Joe Harley, who is relocating.

We wish them all the very best for the future.



### TEST RESULTS



Patients are only to have tests performed (bloods, urine, sputum, stool etc) 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 NEW ON-CALL SUPPORT CLINIC

We have recently carried out an audit to look at making better use of the appointments we offer at the surgery. Following this, we have made the decision to stop the Minor Ailment Clinic with effect from Monday 19 February.

There will now be an "on-call support" clinic where the on-call GP will triage patients accordingly and book them into suitable appointments.

This new system will be constantly monitored and audited, and minor changes will be made, if appropriate.

## MISSED APPOINTMENTS / CANCELLING APPOINTMENTS

For the period from September to December 2023 there were **144 hours of missed appointments** which equates to **707 appointment slots**.

A number of these appointments were actually made on the same day – ie: patients rang that morning to book the appointment.

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

To cancel your appointment, 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.



## PRESCRIPTIONS



Prescriptions can now be ordered via the website using the template form. This service is NOT for medical queries. If such queries are submitted, they will not be answered. Abuse of this system may result in the service being withdrawn for patient safety.

Prescriptions can also be ordered via the NHS App and the link to the SystemOne patient record.

We are also still taking paper requests at the surgery for those without internet access.

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

## LUNCH AND LEARN SESSIONS

Every Tuesday we have a staff training session for 1 hour between 12.00noon and 1.00pm, where we close the doors to take time out to allow for education, training, meetings and outside speakers.

The whole Practice has benefitted from this and so far we have included menopause awareness, team meetings, learning from complaints, safeguarding update and palliative care teaching.

We have some great sessions coming up too.

We do have an emergency phone line open during this hour.

## MEDICS OF TOMORROW EVENT

40 local 6<sup>th</sup> Form Students attended our "Medics of Tomorrow" event on Saturday 7 October 2023.

This free session covered Medical School application tips and interview hints, basic life support practice and hands on use of medical equipment. We all had a very busy morning!

Many thanks to our medical volunteers and additional helpers for giving up their valuable time and thanks to all the students who participated.

## CONTACT INFORMATION



### Do we hold your correct details?

Unfortunately, our staff waste lots of time trying to contact patients only to eventually find out that they've moved or changed their contact information.

If you have moved home, changed your landline / mobile telephone numbers, or have a new email address, then please remember to let us know as soon as possible.

We also use SMS texts or Accurix to send messages to our patients. However, we need your permission to do this ~ we can't assume that you are happy for us to just do this.

Contacting you by SMS text or Accurix is a quick an easy way for us to communicate information to you quickly – like appointment information.

**Please note:** if you have hospital appointments in the pipeline or are under follow-up with local services, you must also let them know of any changes. We do not do this. Many hospital appointments are missed because they have the wrong contact information.

## REQUESTS FOR NON-GMC WORK

This includes basic requests such as a “To Whom It May Concern” letter, Firearms Licences, Travel Insurance Claim Forms, Private Insurance Questionnaires, basic Medical Reports etc.

Such items are chargeable as the work is not within our NHS provision. The current rate for basic requests is £50.00 which is payable **at the time** you ask us to carry out the work.

The current wait time for such work is between 14-28 days – often, but not always, the work is done within the lower timeframe.

There is a full list of charges for non-GMS work in the cabinet in the foyer in the Practice.

## REQUESTS FOR PRIVATE REFERRAL LETTERS

If you require a private referral letter, then please ensure you mention this to your GP / clinician in your appointment. We will then provide you with an open private referral letter. Once the letter has been processed, signed by the GP and is ready to collect, we will contact you so that you can call in to collect it from the surgery. You can then either pass the letter on to your insurer or take it to a private provider of your choice.

Private referral letters are processed in the same timeframe as routine NHS referral letters – ie: within 14 working days.

## CHAPERONES

A chaperone is a person who serves as a witness for both a patient and a clinician as a safeguard for both parties during a medical examination or procedure.

If you feel that you would like a chaperone present at your consultation, please inform your clinician who will be more than happy to arrange this for you.

## PATIENT PARTICIPATION GROUP



The Practice PPG has been going strong since 2011. The aim of the PPG is to be able to express their views about the services within the Practice, whilst supporting changes which may be made to enhance patient services. The Practice has found this a very beneficial process.

If you would like to join the PPG or would simply like some further information about the group, then send us an email to **nencicb-tv.a81027@nhs.net**

## CHARITY SUPPORT

Our Charity Book Stall and a staff Christmas Raffle have raised an amazing £300.00 for **NiteLight CIC** who are a local charity whose aim is to provide aid, help and strengthen our community by introducing a range of new physical projects as well as introducing new digital technology to support the community.

For further information, please see their website – [www.nitelightcic.co.uk](http://www.nitelightcic.co.uk).



Our charity for the next 6 months is the **Team Luke Foundation**. This local charity is committed to raising awareness, providing support to parents and funding crucial research to enhance the diagnosis and treatment of Neuroblastoma, a childhood cancer that is very close to our hearts at the surgery.

For further information, see their website – [www.TeamLuke.org.uk](http://www.TeamLuke.org.uk)



In September, our **Macmillan Coffee Morning** raised a fabulous £170.00. Well done to all the bakers and tasters!!



Our annual Christmas Jumper Day raised £46.00 for **Autism Parents Together – Tees Valley**. Staff simply had to wear their Christmas jumpers for the day – what could be easier?!



## GREEN IMPACT FOR HEALTH TOOLKIT

**green impact**



In our last Newsletter we told you that we had signed up to the Green Impact for Health Toolkit and that we were actively taking steps to reduce our carbon footprint.

Well, since then we have been awarded The Green Impact Silver Award.

Since signing up for the award, our Green Impact Team have been busy behind the scenes:

- looking at the kilowatt usage and heating in the practice and placing signs on all computers/ doors/ corridors to remind staff to turn off lights etc,
- removing one of the kettles from staffroom to ensure only one is used and a sign to remind to only boil what you need,
- solar panels on the roof,
- looking at staff transport and if possible car sharing,
- telephone appointments rather than face-to-face to save pollution,
- looking at our green areas around the practice and inviting local school children to come and build bug boxes to encourage wildlife,
- ongoing staff wellbeing ideas.

Our Green Impact Team are progressing with this initiative further and it's an ongoing project.

## LASTING POWER OF ATTORNEY AND OTHER LEGAL DOCUMENTS



**Lasting Power of Attorney (LPOA)** - Sometimes, we are contacted by family members of our patients who tell us that they have permission to discuss their relative's health etc with us as they have LPOA – but no such document is registered with us.

Due to the Data Protection Act, we cannot discuss the health and welfare of our patients with anyone other than the patient, unless we have either a LPOA registered with the Practice or a letter of consent written and signed by a patient (who we know has capacity to give such consent).

If you have a LPOA for Health and Welfare, please ensure you register it with the Practice.

We will need to see the **original document** which has been registered with The Office of the Public Guardian (which will have been duly validated by The Office for the Public Guardian with “*validated – OPG*”).

If you have arranged to have this done by a Solicitor, once it has been registered with The Office of the Public Guardian, they may provide you with a certified copy or copies, ie: the original document has been photocopied and then duly notated and certified by a Solicitor and stamped with their company stamp.

We will take a copy and give you the original copy back when you present it to the surgery. At that point we will register it on our system and make sure a copy is scanned to the patient record. (This can take a few days).

With new LPOA documents, there is a link to the **gov.uk** website whereby we can print off the information required regarding the LPOA. To use this link, you simply need provide us with the key code provided by the **gov.uk**. Full instructions for this are provided when your LPOA is sent to you by The Office of the Public Guardian.

### **Please note\*:**

1. when registering your LPOA at the surgery, we will ask for contact phone numbers of the Attorneys in case we ever need to get in touch with them.
2. LPOA's are governed by the Mental Capacity Act 2005 (MCA) so your Attorney's must be aware that they can only act on your behalf if you don't have mental capacity.

\*For further information or advice on LPOAs, please consult a solicitor or visit the **www.gov.uk** website.

**Change of name due to marriage** – we need an **original** marriage certificate or again, one that has been duly notated and certified by a solicitor and has been stamped with their company stamp.

**Change of name for any other reason** – we need an **original** copy of the Change of Name Deed duly signed by a solicitor and stamped with their company stamp or a certified copy again, duly notated, signed by a solicitor and stamped with their company stamp.

## ARE YOU AGED 13-18?

### **GDPR Guidance for Patients aged 13-18**

We get lots of parents contacting the surgery regarding their child's medical matters.

Under the General Data Protection Regulations guidelines, in the UK all children aged 13 years or above are required to provide consent for another person to access their medical records. This could be for the purposes such as appointment details, prescriptions, medical information, online access etc.

We have a form for our 13-18 year old patients to complete which gives authority to another person. This form will be placed on their computer medical record. The consent is valid for 1 year and will then need to be renewed.

Please discuss this with your child/children and encourage them to complete the form when they next call into the surgery.

## YARM MEDICAL PRACTICE

### GP Partners:

Dr P Dillon  
Dr Z Barron  
Dr K Taylor  
Dr J L Milburn  
Dr J Harley  
Dr R Mudduwa

### Salaried GPs:

Dr S Howell

### Practice Manager:

Mrs S Garbutt

Phone No: 01642 745800  
Email address: nencicb-tv.a81027@nhs.net

## YOU CAN FIND US ON...



Just a reminder that you can find us on....

Google ~ [www.yarmmedicalpractice.nhs.uk](http://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.