

**MAYFORD HOUSE SURGERY**  
**NEWSLETTER - SPRING 2019**

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

**Patient Participation Group**

A Patient Participation Group (PPG) is a group of patients interested in health and healthcare issues, who want to get involved with and support the running of their local GP surgery. If you would like to register your interest in joining our Patient Participation Group please complete our online PPG Joining form available on the practice website, or contact **Paul Cornfoot** on **07979 248316**.

**Staffing**

**Dr Greg Clements** will be joining us from 13<sup>th</sup> May 2019 to replace **Dr Samuel Borin** who leaves on 11<sup>th</sup> April.

**Dr Khalid Zaman** will be covering **Dr Ailsa Mitford's** maternity leave from April until October.

**Dr David Cole**, our current registrar, will be employed in the practice as a permanent salaried GP from 21<sup>st</sup> August 2019.

During the next few months we will also be employing some locum staff to cover holidays and other absences. Appointments will continue to be available on a same day basis, but you may not always be able to see the doctor of your choice.

**Appointments**

Telephone lines open at 8.00 a.m. and there are booked appointments available on the day. We also hold a "sit and wait" clinic at the end of morning surgery however you must telephone before 11.00 a.m. for an appointment. Patients are reminded that we do not operate a "walk in" service.

Please could we remind patients that there is only sufficient time in a 10- minute consultation to discuss one problem. You will be asked to book another appointment if you wish to discuss further problems.

**SystemOnline** - please consider registering for our online service which enables patients to book appointments, order repeat prescriptions and view test results. The application form is available from reception or can be downloaded from our website - you will need to provide two forms of ID, one of which must be photographic.

**Care Navigation** – our receptionists have been undertaking care navigation training. Care Navigation means that when you telephone to make an appointment the receptionist will ask some questions in order to direct you to most appropriate service. In particular, from 1<sup>st</sup> April 2019 we will no longer be commissioned to provide minor injury care at the surgery, for such things as falls, foreign bodies, eye injuries, burns and scalds, bruises and sprains. Patients will therefore be requested to attend the minor injuries unit at the Friarage Hospital.

You will be given the option not to participate in care navigation, however, please be assured that all our staff are bound by patient confidentiality rules.

### **Warning**

Regrettably, we have recently had at least two incidents of deliberate damage done to the surgery by patients. We have a zero-tolerance policy regarding this and we will not hesitate to contact the police in the future. We know that people often feel frustrated when they come to the surgery, but all staff do their best to support and help patients. The damage done has cost the practice money which could otherwise have been spent on patient care.

### **New Services**

**Living Well Clinic – Friday morning.** Support for adults who are currently not eligible for ongoing social care and support. Ask at reception for more information.

Monthly **Alzheimer's Society** clinics will be available in the near future.

**Engage Consult** – this is a new facility which enables patients to send medical queries through to the practice out of hours. This service is available through our website [www.mayfordhouse.co.uk](http://www.mayfordhouse.co.uk) .

### **Surgery Closure**

Please note the surgery will be closed all day on the following days:

**Friday 19<sup>th</sup> April 2019 (Good Friday)**

**Monday 22<sup>nd</sup> April 2019 (Easter Monday)**

**Monday 6<sup>th</sup> May 2019 (May Day Bank Holiday)**

**Monday 27<sup>th</sup> May 2019 (Spring Bank Holiday)**

**Wednesday 10th April 2019 from 12.00 noon and for the rest of the day  
for staff training**

Please contact **NHS 111** for medical advice when the surgery is closed