

York Medical Group Patient Newsletter

Autumn 2023



Winter Vaccination Programme

This year our campaign will include vaccination for Flu, Covid, Shingles and Pneumonia. As you have heard the programme has been moved forward. Our delivery of vaccines should be with us by week commencing the 25th September.

We are prioritising our Care Homes initially.

Our general clinics commenced on Saturday 30th September.

Many of you will receive a text message to self book into one of our clinics. Over October we will have clinics at Acomb, Towercourt, Monkgate, Waterlane and Woodthorpe with plenty of availability.

You may be entitled to all 4 vaccines, don't worry if you don't want them all together we have separate clinics available

when we can book you in whilst here. More information about the programme can be found on our website under flu information

[York Medical Group Flu Information](#)

Repeat Prescriptions

Do you get regular prescriptions? Spend less time waiting for your repeat prescription in the pharmacy or GP practice.

Ask your GP or pharmacist if you can switch to electronic Repeat Dispensing (eRD). It's reliable, secure and confidential.

For More information please scan the QR code

[eRD Information](#)

Medicine Management Team

The medicines management team conducts general house keeping on our patients' repeat template periodically. If your repeat medication has not been issued in the last 2 years, they may be removed from your medication list as part of the tidy up.

Don't worry, you can still request for these items if and when you need them. Your request will be reviewed by a clinician at that time to ensure it is still safe and appropriate to use.

Remember to check the expiry dates on your 'when required' medicines that you have had for a while (e.g salbutamol inhalers, GTN sprays, adrenaline pens)

Long Term Conditions

Staying on top of your long-term condition just got easier.

You can now do your annual health review from the comfort of your own home. There's no need to book an appointment. Send us your blood pressure readings, get your tests done at a time to suit you and fill in your assessment online. We'll write to you when your next review is due.

Long Term Condition Information

Winter Health Self Care

The York Health and Care Partnership want to make sure you Stay Well This Winter with their bite-size videos which explain how to treat the most common illnesses and ailments at this time of the year.

They can be found by clicking on the link below

York Health & Care Partnership YouTube

Prescription Voicemail

The Prescription Voicemail has now ceased to operate and we can no longer take medication requests over the telephone. It is safer and easy to order your repeat medication online using the NHS App or System 1 Online. For help with registering please visit one of our sites. If you have a medication query please visit our website and complete your request online. You can still drop off your paper medication request at any of our sites.

More information regarding the NHS App can be found here

NHS APP Information

Appointments Offered

Through July to September we have offered the following amount of GP appointments:

17,050

We will work on including our Nurse appointment information for our next Newsletter

DNAs

Appointments are in high demand which is why it's sad to report that **2090** patients did not attend their appointments between July and September.

Please cancel your appointment if you no longer need it so we can offer it to someone that does. You can cancel via the NHS App, our website or by phone and pressing option 0.

Stoptober Stop Smoking

Stopping smoking is one of the best things you will ever do for your health. Quitting is much easier when you get the right support and there are lots of options to choose from.

Even if you've tried before, maybe more than once, you can still succeed. What you've already learned will help you reach your goal of becoming an ex-smoker. Lots of information and support can be found online



[More Information](#)



[More Information](#)

New Staff

We are very happy to welcome some new Salaried GPs to our practice:

Dr Libbie Swain and Dr Tony Xu who have both recently qualified for Hull and York Medical School. Dr Swain will be mainly working out of Acomb & Woodthorpe and Dr Xu will be at our Tower Court surgery.

Dr Andrea Wadsworth recently joined us after relocating to York. Dr Wadsworth will hold clinics at our Monkgate surgery.

Dr Tin Tin Oo has also joined our team at Tower Court.

You Said/We Did

You Said

“No opportunity to book a follow up appointment.”

We Did

“We are currently reviewing how the system can be improved. Currently, our GPs may request this for you and your name will be added to a Follow Up waiting list. Alternatively, you can request a routine appointment and add in the free text box which GP you would like to see.”

You Said

“Waiting time for routine appointments is too long.”

We Did

“We are recruiting more GPs to increase our appointment availability. We are currently reviewing how we can allocate more clinical time to do a second review of all patients on our routine waiting list to ensure that appointments are sorted in a clinically safe and effective manner.”

You Said/We Did

You Said

“The electronic forms to request an appointment restrict how we describe our problems.”

We Did

“We have removed the necessity to complete one form for each problem. If there is more than one problem these can be explained in a free text box. A double appointment can also be requested in the free text box to accommodate more complex problems.”

You Said

“I was referred to Pharmrefer but not sure how this works.”

We Did

“Pharmrefer is a national scheme which York Medical Group has been supporting. We can tap into the skill set of local Pharmacists who can see and advise patients online. If you need a prescription the Pharmacist can contact a GP directly and arrange for medication to be issued for you.”

Friends & Family Test

Our Friends and Family Test is a really useful feedback tool which offers patients the opportunity to give us constant feedback about their care and treatment they have received.

From July to September our patients have ranked us below on how likely they are to recommend us to friend and family,

Extremely Likely	26
Likely	10
Neither Likely or Unlikely	8
Unlikely	5
Extremely Unlikely	11
Don't Know	3

For more information about how you can give York Medical Group feedback and comments on our services please visit our website

Have your say.

 01904 439100  www.yorkmedicalgroup.co.uk



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