GILBERDYKE HEALTH CENTRE- NEWSLETTER

**September 2019**

**PLEASE SUPPORT OUR PRACTICE BY ATTENDING OUR**

**SEASONAL FLU VACCINATION WALK-IN CLINICS 2019**

Sessions will be held at the Health Centre:

Every Saturday morning in October 2019 between 9am & 12noon.

There is no need to make an appointment for the above dates, just turn up between the stated times at the surgery. Please do not arrive before 9.00am as we cannot start until we have a doctor on the premises.

Bookable appointments will also be available from the end of September by contacting the surgery in the normal way or please drop in between 12 & 2pm each day and a nurse will be available for you to have your vaccine.

Flu vaccinations are available to all those patients registered with us who are aged 65 or in an ‘at risk’ group.

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**Hull & York Medical Students**

As the new academic year commences we are pleased to be supporting HYMS again by offering placements at Gilberdyke for medical students. The GP’s support the future of primary care by encouraging students to have an interest in general practice.

We appreciate the support from patients who agree to be observed by a student during their consultation.

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**Medicine Shortages**

The Dispensary and Pharmacies are experiencing some shortages in obtaining some medications. This is a nationwide problem within the NHS and Pharmacy.

If a shortage occurs we will try to find you all medicines on your prescription. You may need to come back and collect some medications later as we will have to try and obtain these from a different source or ask the GP to prescribe an alternative. Please bear with us during this period.

**Ordering Prescriptions – please read the guidance below to avoid delays in receiving prescriptions**

You can order you prescriptions up to 7 days before the medication is due but we do need at least 3 full working days to process these, we are aware some patients call in sometimes before the 3 day deadline but generally you will be disappointed as we can’t realistically turn the repeats around much quicker.

If you order after 12pm your prescription will not be processed until the following day.

Patients who request repeats online, please be aware the online process does not allow for weekends when we are closed so please take this into account when ordering. If you order on a Friday after 12pm it will not be processed until the following Monday morning.

Hospital Prescriptions -We are getting a number of hospital prescriptions which we are unable to dispense. If you are given an outpatient prescription please check before you leave the hospital that it is not a Hospital only prescription. If the Hospital gives you a treatment request to bring to the surgery we need up to 5 working days to process them.

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**GP & Non-NHS Work – Question and Answers**

**Do GPs have to do non-NHS work for their patients?**

With certain limited exceptions, GPs do not have to carry out non-NHS work. Many GPs however will always attempt to assist their patients and carry out this work.

**Why does it sometimes take my GP a long time to complete my form/letter?**

Time spent completing forms & preparing reports takes the GP away from the medical care of patients which will always have top priority. GPs have an ever increasing workload of forms which must be prioritised against offering appointments and other urgent administration. We aim to complete non-NHS work within two weeks of receipt.

**I only need the GP's signature - what's the problem?**

When a GP signs a certificate, completes a report or writes a letter it is a condition of remaining on the medical register (which allows them to practice as a doctor), that they only sign what they know to be true. In order to complete even the simplest of forms, the doctor may have to check a patient's entire medical record.

**How do I pay?**

The surgery has a standard list of fees for non-NHS work, we expect payment when you collect the report, on occasions we may request payment in advance.

**NHS App - Please use**

The NHS App lets you book GP appointments, order repeat prescriptions and access a range of other healthcare services. For further information please visit:

<https://www.nhs.uk/apps-library/nhs-app/>

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**If you have any queries regarding the practice please call us on 01430 440225**