

MAYFORD HOUSE SURGERY NEWSLETTER

Spring 2013



NEW COMPUTER SYSTEM AT MAYFORD HOUSE

Our present supplier of clinical computer software is pulling out of the General Practice market. As a result we will be changing the supplier of this software. We have used a version of our present system since Mayford House Surgery first went computerised for repeat prescriptions in 1983. We have chosen to move to the supplier recommended by North Yorkshire PCT and so it is one that several local surgeries use and the PCT are used to supporting it. After so many years with one system this is a major change and a lot of work for us but we hope the patients won't be disrupted too much while the work goes on. A lot is happening in the background at present, we are busy checking transfer of information between the two systems and training to use the new system. The actual changeover will be in June this year and for a week we will effectively be working with little computer support and then in the following week all be "getting up to speed". We plan to have a Christmas type arrangement, that is the surgery will be open that week but we reserve appointments for urgent problems and not do routine reviews and checks. Similarly we will organise that any repeat prescriptions due in this period will have been provided earlier. Those of you who use our on line services for repeats and bookings will need to reregister with the new service but we will contact you with the details nearer the time. Thank you for bearing with us.

We now know that the weeks beginning 27th May, 3rd June and 10th June will be when training is occurring and we will have to have some restrictions to routine appointments. Please bear with us and try to avoid these 3 weeks for routine appointments.

NEW PARTNER

As many of you will know, Dr Keilloh has had to leave the practice. We have had Dr Richard James helping out but he is about to take up a permanent job. We are pleased to say Dr Andrew Parker is starting with us in July; we look forward to him joining the team.

NHS 111

This system will operate 24 hours a day and calls to this number will be free. There will be someone for you to speak with at the other end of the phone and they will be able to direct you to the most appropriate person who can deal with your healthcare need.

You may be directed to the surgery, a dentist, or any other health care provider. When the surgery is closed ring the surgery as normal and the telephone system will put you through to the correct person.

The Hambleton and Richmondshire CCG have come to see us with figures that suggest our practice uses the A&E Department at the Friarage Hospital more per patient than any other practice in Hambleton and Richmondshire.

Please remember A&E is just for Accidents and Emergencies. If you are not certain please ring the surgery and our receptionists or nurses will be able to advise where you should go. Out of hours the GP out of hours service will also advise as to where is best for you, and your problem, to attend.

Once the new 111 system is up and running this will also give you, the patients, the advice you need about where to attend. Thank you.

PATIENT REFERENCE GROUP (PRG)

The PRG is a group of our patients who are representative of the practice population. They help to give views and opinions to the practice about the services provided to patients, and the quality of these services.

The PRG has recently organised a patient survey which nearly 600 of you responded to. The PRG and the practice would like to thank you for this great response. The answers and comments provided by you through this survey are extremely helpful in ensuring we can continue to provide you with a good quality service.

An action plan from the patient survey has been agreed with the PRG and can be found on the website at www.mayfordhouse.co.uk.

Should any participants have any concerns or comments they would like to make for the PRG please contact Peter Chrisp, the Practice Manager, who can give you the contact details of the members of the PRG. Peter's e-mail address is peter.chrisp@gp-b82075.nhs.uk.

TRAVEL

If you require advice on safe travel please complete a form at reception and a nurse will ring you to arrange an appointment. Please leave no longer than 6 to 8 weeks before travel.

MINOR ILLNESS CLINIC

This nurse-led clinic is available on a Thursday **by appointment only**. Ask at Reception or view our posters on the symptoms addressed.

Easter is Coming!

Please note the surgery will be CLOSED on

Friday 29th March 2013

Monday 1st April 2013