



George Clare Surgery

January 2020 Newsletter

Staff News

The surgery welcomed Dr Katherine Woods & Dr Ruth Batson to the team in November, Dr Woods & Dr Batson are taking over the care of Dr John Szekely's and some of Dr Alex Glen's patients following their retirement.

Dr Paul Darer has announced he will be retiring at the end of March 2020. We are currently in the process of trying to recruit and have already arranged for cover by Dr Mina Rizkallah (one of our recently qualified GP Registrars) and Dr Stephen Watts (former Partner at the Surgery) from the middle of March when Dr Darer will stop seeing patients.

Patient Participation Group

The Patient Participation Group has recently been restarted. Julie Pope is currently chairing the group and we are in the early stages of establishing the way forwards. If you would like to get involved with the Patient Participation Group you can by either attending the next meeting on Thursday 19th March at 5pm at the surgery or contacting the PPG on the following email address: georgeclaresurgery.ppg@gmail.com.

Upcoming 2020 Closure Afternoon Dates

Thursday 27th February

Thursday 19th March

Thursday 23rd April

Extended Access

Monday and Thursday Late Evening Surgeries are provided as an additional service, to offer our patients appointments with a doctor outside normal working hours. These appointments are strictly pre-booked from 6.30pm to 8.00pm. Unless you have already booked an appointment, you should consider the surgery closed. Emergency care will continue to be provided by Urgent Care Cambridge.

West Cambs Federation Extended Access Appointments

George Clare Surgery is part of West Cambs Federation who provide routine/non-urgent evening and weekend appointments. Appointments are available at local centres across Hunts and Fenland. Speak to Reception to book an appointment.

Facebook

You can now find us on Facebook:

<https://www.facebook.com/GeorgeClareSurgery.GCS>

The surgery Facebook page will be regularly updated with useful information and notifications to patients.

Website

The surgery website has recently been updated:

<https://www.georgeclaresurgery.nhs.uk/>

Zero Tolerance

Sadly the surgery has seen an increase in unacceptable behaviour towards staff in the recent months and we would like to remind patients that George Clare Surgery operates a Zero Tolerance Policy in accordance with NHS guidelines. Any behaviour verbal or physical which causes staff to feel uncomfortable, embarrassed or threatened, is totally unacceptable and may result in the patient being removed from the practice list.

Feedback Forms

Feedback forms can now be found in the Reception area. If you have any feedback which you feel may be useful to help us improve the service, or comments on what you feel is working well, we would be most grateful if you could complete a form and return it to the surgery.

Online Access

What is SystemOnline?

SystemOnline has been around and has been used by the surgery for some years and our practice population can use SystemOnline services to book appointments online, order repeat prescriptions and change their contact information via computer and this is now available for mobile devices. This service has now been extended to include a summary, allergies and a more detailed history of medications.

How do I register for SystmOnline?

If you do not have access to SystmOnline but would like to have access, please ask reception for a form.

What Identification do I need?

You will need to have 2 forms of ID; one photographic (i.e. passport, driving license) and one with proof of address (i.e. driving license, bank statement or utility bill) no more than 3 months old. The practice will then take a copy of the ID and file with your request form.

Is it secure?

You will register with SystmOnline and be given a user ID and a password. It will be your responsibility to keep this safe and not reveal it to anyone. Only the surgery will have any information relating to your log in. Everything is audited as well. All log-ins to SystmOnline are recorded and everything that is viewed is recorded. Should you feel your account has been accessed without your permission or unlawfully, you should contact the practice straight away who can deactivate your account for you.

For more detailed information, please speak to Reception

DoctorLink

George Clare Surgery would like to invite you to join DoctorLink.

We have been looking at how we can improve access to Practice services; DoctorLink is our new online service where you can access advice and appointments on line.

Registration is simple and you can register here:

<https://app.doctorlink.com/georgeclaresurgery/register>

The symptom checker will ask you a number of questions to help to identify your problem.

The outcome of your assessment will direct you to the right treatment, whether emergency care, your GP, nurse or self-care.

If your outcome indicates that an appointment is required, available appointments will be displayed.

If no appointments are available then please select request appointment and you will be contacted by the Practice Team to arrange an appointment within the identified timeframe, (as outlined in the outcome of your symptom checker).

Useful Information

Our Nurse Practitioners can see and treat you for a whole variety of problems; you don't have to see a doctor.

The only problems that Nicky Wilkinson and Louise Nash are unable to treat are the following;

- Children under 2 years
- Pregnancy related problems
- Issuing sick notes over the phone

The Minor Injuries Unit at Doddington and Ely can see and treat you for the following problems?

- Wounds – cuts and bruises (Tetanus immunisation can also be given)
- Bites – human, insect and animal
- Minor burns and scalds
- Muscle and joint injuries – strains, sprains, limb fractures
- Sports injuries
- Minor illness eg. earache, sore throat
- Eye problems - eg, removal of foreign bodies, conjunctivitis etc.
- Earache (patients aged two years and over)
- Cystitis (not children or male patients)
- Minor head injuries (with no loss of consciousness)

The Minor Injuries Unit staff are not able to provide:

- Repeat prescriptions
- Care for dental problems
- Treatment for long-standing conditions
- Treatment for patients under 2 years old
- Travel vaccinations
- Medicals
- Sick certificates

Pill Check Clinic

Nicky Wilkinson our Nurse Practitioner now runs a contraceptive pill clinic once a month which can be booked into up to 3 months in advance.

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