**October - December 2019**

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**Staff Update**

There are currently no changes to our GP Team. They are as follows:

* **Dr M Venables – Partner**
* **Dr S Bradshaw – Salaried**
* **Dr E Cumberbatch – Salaried**
* **Dr M Bryan - Salaried**
* **Dr Perera – Locum**
* **Dr Solomon – Locum**

**Dr Cumberbatch and Dr Bryan** are due to go on Maternity Leave in November, they will be replaced with Locum GP’s.

New members to our nursing team:

**Cheryl Meakin** – Practice Nurse

**Rachel Hardwick** - ANP

**In-House Staff Training Dates for 2019**

Once a month on a Thursday afternoon from 12noon we are closed for staff training. If you require any urgent medical attention please contact 111. We will re-open from 8.00am the following morning.

**Dates for this quarter are:**

**Thursday 3rd October**

**Thursday 14th November**

**Thursday 5th December**

**New ONLINE Appointment Availability**

**PLEASE NOTE: from** **1 July 2019 we will be making some changes to our Online Appointments, please see details below:**

* **Blood test** **appointments** will be available to book online. These appointments **MUST** only be booked if a Doctor or Nurse has advised you to have a blood test. (If not, then a blood test will not be taken). To book blood appointments please follow the instructions on SystmOnline and select a suitable clinician from the selected appointments available.

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* **Same Day urgent appointments** will be available to book online from 7am each day. These are for urgent, acute issues that need to be seen the same day. NB: all Doctor and Nurse appointments are still available to be booked over the telephone from 8am or in person at reception.
* **Routine appointments** are available to book online up to 4 - 6 weeks in advance.

When booking a GP appointment please may we remind you that ONE appointment slot is for ONE problem?

We have had a few issues where patients have booked in with a nurse instead of a GP, these patients had to be re-appointed, therefore we have made changes to the booking system to hopefully make it easier when making your selection of clinician.

**How to book the appointments:**

To take advantage of the above online appointments you need to be registered for SystmOnline, please see a member of reception to register. To book the appointments please go through our website using the link below:

[**www.crownstreetsurgeryswinton.nhs.uk**](http://www.crownstreetsurgeryswinton.nhs.uk)

Click on the appointment tab on the home screen and scroll down to **“Book or Cancel Appointments Online”** and this will show you the full list of available appointments. If you use the **SystmOnline App** then it does not show the criteria for the appointments, which could result in you having to be re-appointed as you may have booked an inappropriate slot type.

**New - Rotherham Health App**

Our local CCG have now introduced a new health app which like SystmOnline allows patients to book appointments, order medications, limited access to medical records. This is called the Rotherham Health App if you would like to sign up please download the app via **rotherhamhealthapp.com**. This app also allows you to book the extended access appointments at our local hubs.

**DNA’s (Did Not Attend)**

We are still having an increasing amount of DNA appointments with both GP’s and Nurses. This is having an effect on what appointments we can offer. **PLEASE** if you cannot attend contact the surgery to cancel or use the text messaging service.

We do have a DNA policy which we adhere to so for repeat offenders their registration at the practice will be reviewed.

**Extended Hours Appointments**

Did you know we are able to book routine appointments to see a GP, Practice Nurse, HCA, Clinical Pharmacist and Physiotherapist on the following days out of routine hours:

**Monday – Friday 6.30 – 8.00pm**

**Saturday 8.00am – 11.00am**

**Sunday 8.00am – 11.00am**

These appointments will be held at Kimberworth Park Medical Centre, Broom Lane Surgery, Valley Health Centre at Dalton and Highthorn Road Surgery at Kilnhurst. If you would like to book an appointment or request further information please ask a member of reception.

**Care Navigation Physio First**

We would like to remind you that we can offer appointments here at the surgery or one of our local hubs to see a Physiotherapist.

You will be offered a 20 minute appointment, where your condition can be assessed.  The Physiotherapists can prescribe medication, issue fit notes for your condition if required and create onward referrals to secondary care should the need arise. This service has worked really well as when Physio First was used earlier in the year 70% of all patients that used it, didn’t have to be referred on to another service. There is an exclusion criteria but this will be discussed with you by our Care Navigation Team.

**Carers**

Do you currently care for a relative or a friend? If so please inform a member of reception who will take your details and add you to our Carers Register.

We have a member of the Carers Resilience Team who attends surgery every second Tuesday in the month between 9.30 – 11.30am. This is a drop in service where they will be on hand to give advice on:

* Emotional support
* Practical support
* Information on benefits and services Local and national sources of help.

**Patient Consent**

If you care for a patient and you need to discuss any medical needs on behalf of the patient, then we require written consent from the patient in order for this to be carried out. Please ask a member of reception should you require a form. The form can also be downloaded from our website.

**Patient Participation Group**

Our meetings are Quarterly and the next one is **Monday 9th December 2019**

New members are welcome. If you would like to become a member of our PPG then please contact the surgery.

**Christmas Bank Holiday**

**Wednesday 25th December 2019**

**Thursday 26th December 2019**

**Wednesday 1st January 2020**

**Seasonal Vaccinations 2019:**

Reminder: We still have flu vaccines in stock so if you are eligible then please contact reception.

**Next Issue due: January 2020**