**January - March 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**

**Crown Street Surgery Website**

We have recently launched a new website, please log on and take a look by using the link below!

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

**NEW patient messaging service**

**MJOG**

Please Note: that we use a text messaging reminder service for our appointments. This will be used to confirm, remind and sometimes cancel appointments. It is simple and easy to use, however please DO NOT free text anything back other than the response it asks for e.g. Cancel, as these cannot be followed up.

Please see a member of reception to sign up.

**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 10th January**

**Thursday 7th February**

**Thursday 14th March**

**Appointment System and DNA’s (Did Not Attend)**

The majority of our GP appointments are released each day, therefore we ask you to call the surgery at 8.00am when the lines open to book. We do have some appointments online and embargoed slots which can be booked in advance. Once all the allocated appointments have gone and you require medical attention before the next routine appointment then you will be offered telephone triage with the Duty Doctor that day.

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 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 either Kimberworth Park Medical Centre, Broom Lane Surgery and Valley Health Centre at Dalton. If you would like to book an appointment or request further information please ask a member of reception.

**Care Navigation Programme**

Care Navigation is about getting the right care, by the right person, first time for our patients in Rotherham.  We are offering our patients some alternatives to having a GP appointment, if it is suitable for you.  Our Receptionists will ask you a couple of questions to find out the nature of your call and they may suggest that you are seen by another service that you could possibly access quicker?  Here are the services they may suggest you try:

**Physio First**

From October 2018 there will be a Physiotherapist based here in surgery.  You may be offered a 20 minute appointment. This will be an assessment of your condition, which will include a diagnosis and further investigations can be arranged or a referral back to the GP.  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.

**Other services available are:**

* **Self-Care**
* **IAPT**
* **Midwife**
* **Sexual Health Clinic**
* **Smoking Cessation**

**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 Participation Group**

Our meetings are Quarterly and the next one is **Monday 25th February 2019**

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

**Flu Vaccinations**

We do still have the Flu vaccinations in stock for any eligible patients under the age of 65. Therefore if you have not yet had your vaacintion please see a member of reception.

**Next Issue due: April 2019**