

January 2011



Beech Tree Surgery

Newsletter

Extension to our main site

Work on our extension is now well underway and contractors have continued to work whenever possible despite the bad weather.

Most of the major construction work is taking place at the rear of the surgery and so is not visible. Despite this & for the duration of the build the number of car parking spaces we have is severely restricted.



There are things that you can do that may avoid any inconvenience, for example.

- Depending on your problem you do not necessarily have to see a doctor face to face. We offer pre-bookable telephone consultations with doctors and this can save you a visit to the surgery.
- Prescriptions - Most, if not all local chemists will collect your prescription from us, you can then collect your medication from them without the need to attend the surgery. This can be arranged via a local pharmacy of your choice

Local road works



A19, Doncaster Road: Construction work on the A19, Doncaster Road (between Baffam Lane & Newport Ave) is due to start on 14 February with completion 8 - 10 weeks later.

Selby Hospital entrance for vehicles will remain useable under temporary traffic lights although access will be restricted for short durations to undertake certain operations. Pedestrian & emergency access will be maintained at all times.

A19, Selby Swing Bridge: The start of this scheme coincides with the work shown above. This will result in the bridge being closed for traffic for 14 weeks and closed for pedestrians for 8 weeks. A replacement bus service will be provided when pedestrian access across the bridge is unavailable. Diversion signs for motorists will also be in place.

Please ensure you allow sufficient time if attending either our main site or Selby Hospital

Seasonal flu vaccinations

We regret that due to recent demand we have only a very limited supply of flu vaccinations remaining. These are reserved for patients in 'at risk' groups only.

If you are 'at risk' & wish to have the flu vaccination please telephone Helen Chapman on 01904 - 724409 for an update on vaccine availability.

Meet the team

We have a dedicated team of frontline staff working at all three of our sites. Their job is continuously evolving as the NHS changes. Gone are the days when all they do is book appointments with a doctor. As you are aware the clinical team has expanded and roles are changing. Skill is required on the part of our frontline team to manage all this and their input is crucial to getting you timely and appropriate help.



We thought you might be interested in a day in their lives at work, showing how vital the job is to the smooth running of the surgery, and to helping you get the most appropriate care.

7.45 am	Switch on computers, ensure all ready for use
8.00 am	Open doors to greet patients Ensure telephones are working to take calls
8.00 am - 6.00 pm	Take calls from patients, assess patient's problem, determine urgency of problem, assess most efficient contact option (appointment, telephone call), assess best person to manage the problem (Nurse, doctor, administrator) Coordinate the doctors and nurses to respond to emergencies Communicate results Contact patients to arrange follow up Manage recall programmes for chronic diseases (e.g. diabetes, heart disease) Issue repeat prescriptions. Liase with patients and chemists about prescription problems. Coordinate prescription signing, filing and despatch to the right chemist Take calls from hospitals about patient care and coordinate communication with the Surgery doctors and nurses Arrange referrals for hospital care Liase with hospital staff about patient appointments and results. Ensure results and hospital letters get to the right GP for action Take requests for home visits ensuring accurate clinical information is collected so the calls can be prioritised. Prepare paperwork for the GP to take with them
End of the day	Make sure that all the patients for the day have been attended to Make sure all the prescriptions for the day have been signed, filed securely stored Make sure that patients can contact a doctor quickly and safely when the surgery is closed. Ensure the building and grounds are made secure before leaving

There are a few statistics related to our Reception Team's work that you might be interested in:

- 7,000+ telephone calls handled per month (Selby only)
- 3,100 letters per month are scanned and filed on patients records (each has to be read by a GP)
- 26,300 items per month are dealt with via repeat prescriptions

Not all these tasks are straightforward and often take time. Our team endeavours to make sure that every request for assistance is managed efficiently.

We also help patients who are upset about issues we cannot necessarily control but we will always try to help. Sometimes our staff are faced with hostile & abusive behaviour which we do not ever condone.

The job of the frontline team has changed and continues to change. You can see how complex it has become. We have invested in recruiting a good team who have all had thorough training in matters relating to confidentiality and in prioritising your problems. This means that more clinical time can be spent on solving the medical problems and less on sorting out administration. We know you will agree with this idea and support our team in their endeavours on your behalf.

