

October 2010



# Beech Tree Surgery

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# Newsletter

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## Extension to our Main site

Work on the major extension to our main surgery on Doncaster Road is due to start on 8 November 2010 with a completion date of 13 July 2011. Once done it will increase the number of consultation rooms we have as well as creating more car parking spaces and providing a new retail unit.

There is a national shift in the NHS to carry out services closer to the patients home, this being more convenient for the patient and more cost effective on the limited NHS budget. The extension will provide us with extra space allowing us the opportunity to offer such services. I will also ensure we can offer services to the rising local population.

Unfortunately there will be disruption whilst construction work is underway. The car park in particular will be affected and there will be fewer parking spaces for the duration of the build. We will try to alleviate this by staggering the start/finish times of surgeries but would ask that you bear this in mind when making your appointment.



We will try to keep any disruption to a minimum but would appreciate your patience and understanding during this period.

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## Routine Appointments

We are aware that there have been many changes to our appointment system over the last 18 months. These have been brought about to allow us to achieve government targets. In recent months these targets have been relaxed as a result appointments at all our sites can be pre booked in advance. There is no longer a need to ring on the day you want your appointment.

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## Same Day Appointments (Selby only)

If you require a same day appointment, depending on the nature of your problem you may be booked into a Minor Illness Clinic. This clinic is run by Nurses who have undertaken additional training in order to deal with minor illness. A doctor will be available should the nurse need any assistance.

If your problem is not considered a minor illness the doctor 'on call' will call you back to discuss the best course of action with you.

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## Telephone Consultations with Doctors

In some cases it is more cost effective and convenient for you to speak to a doctor via telephone rather than seeing them face to face. These are available at all our sites. When ringing you should ask to make an appointment for a telephone consultation and ensure you leave a contact number. The doctor will call you back as near as possible to the appointment time.

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## Chronic Disease Management Clinics

These clinics are designed to monitor patients who suffer from asthma, heart and stroke disease, diabetes, high blood pressure and kidney disease. Our aim is to make sure the care of patients with these conditions is the best it can be to prevent deterioration and complications.

We are doing very well at diagnosing patients with the above conditions early which gives us a good chance of keeping you well. This means that every year we have increasing numbers of patients to look after. In order to make sure everyone gets the care they need we have expanded our service by recruiting and training specialist nursing staff who will look after the vast majority of our patients whose illnesses are stable and well controlled

We do not think that most patients need to see a doctor routinely when we have nurses with specialist skills to help. This means the doctor can be more easily available for patients who are ill, or whose conditions are unstable and need extra time. Therefore from December 2010 your care will be undertaken in the first instance by one of our specialist nurses. If you or she have concerns about your condition a doctor is available for further help or advice.

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## Travel Clinics

Depending on where you are going some of the vaccinations you require may not be available on the NHS and must be paid for privately.

From September 2010 we will only be able to provide travel vaccinations that are available on the NHS. Should other vaccines be required then you should contact the Travel Clinic in York on 0330 100 4325, or via [www.masta-travel-health.com](http://www.masta-travel-health.com)

Remember, if you are travelling abroad you will need to complete a travel questionnaire and book an appointment when this is returned to us. Please do not leave this until the last minute, we suggest appointments are made at least 3 weeks before your departure date.



Unfortunately, we have a limited number of appointments in travel clinics, as a result appointments are dealt with on a first come first served basis. From September vaccinations for travel can only be given at our main site in Selby, clinics run each Wednesday, 3.30—6.00 pm.

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## Prescribing

The majority of our funding is received via our Primary Care Trust (PCT), essentially this is tax payers money and given the present financial difficulties the country faces we have a greater responsibility to ensure we spend this wisely. Our budget for prescribing (the drugs you obtain on prescriptions) is in excess of £2 million this year

For the last few years along with our PCT we have spent a great deal of time and effort in ensuring we follow best practice/PCT guidelines in the drugs we prescribe, the volume of drugs, the frequency of drugs etc. Some of you may have had a letter from us in the past regarding changes we have made to your medication regarding this. To assist you below are the principles we adhere to:



- We follow national/local guidelines on which drugs we prescribe
- We prescribe the most cost effective medicines available
- We work on a standard 28 supply of most medication  
(this has be shown to minimise waste)

Remember..... requests for a prescription made before 10.30 am will be available for collection after 2.00 pm the following day, requests made after 10.30 am will be ready 2 days later. Our branch surgeries at Carlton & Riccall are both dispensing sites, as such if you use either of these sites need to allow 48 hours notice.

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## Did you know?

Our main site in Selby is open longer. Due to additional funding we receive from our PCT we now open for 'extended hours'.

In addition to our usual hours, our main site is now open

Monday morning from 7.00 am to 8.00 am

Monday evening from 6.30 pm to 8.15 pm

Tuesday morning from 7.00 am to 8.00 am

These appointments are with either a doctor or a nurse and need to be booked in advance. Due to the nature of this scheme we are UNABLE to offer any other service during these hours. If you arrive for an appointment during these hours you will need to arrive yourself using the machine in reception.

We have 12 doctors working at the practice, some of them have special interests in specific areas, for example; Dr Williams has an interest in sports injuries/sports medicine and Dr Scott has an interest in sub-fertility

In addition the 7 nurses we have high level qualifications in Diabetes, Asthma etc

Internet - For the last few years it has been possible for you to book appointments and order your prescriptions 'on line'. This can be done at any time, 24 hours per day, 7 days per week.

As well as being more convenient for you, it minimises demand on our telephone lines and reduces the chance of you getting an engaged tone. (our main site deals with approx 7,500 incoming calls per month.

If you would like to use this service please ring 01904 - 724341 and ask for details to be sent for internet access.

Under General Medical Council (GMC) guidelines we are obliged to inform patients should we have any financial interest in any other health related business.

The Partners are now joint owners of Selby Pharmacy Ltd, the local pharmacies in Thorpe Willoughby (01757 - 708971) and Barby (01757 - 707840).

For the last few years we have helped with the training of students from the Hull – York Medical School (HYMS).

The feedback we have had from the students is very positive & we would like to thank you for your assistance in helping with this training. The training element of their education we provide is vital and your consent in allowing them to be involved in your consultation is greatly appreciated.

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## More changes to the NHS!

We are all aware of the financial deficit the country faces and of the cuts in the recent spending review. The coalition government have advised that there will be no cuts to the NHS and 'front line services' will not be cut. Despite this over the next 3 years between £15 and £20 BILLION has to be saved from the NHS budget, a cut of approximately 6%.

You may not be aware but all the treatment you receive has a cost which the practice you are registered with must pay for. There is a complicated national tariff which dictates the cost we must pay.

For example:

- \* Each time you attend Minor injuries at Selby costs us £58
- \* A first outpatient appointment costs a minimum of £189
- \* Removal of tonsils as a day case £815
- \* A major knee procedure costs a minimum of £4,102
- \* A coronary artery bypass costs £7,801



Problems arise when the money runs out and there is a financial deficit. This has been the situation in North Yorkshire for a number of years.

A key element both locally and nationally is to keep patients out of hospital and to ensure those in hospital are discharged as soon as possible. This year our Primary Care Trust must stay in balance and in order to do this all practices in North Yorkshire are being asked amongst other things to review their referrals, attendances at A&E, prescribing patterns etc.

If savings of £2 million are not made before the end of the financial year then all practice across North Yorkshire will face cuts in funding. In the past we have always tried to minimise the impact such cuts may have on patients care although this is becoming increasingly difficult to do.

It seems clear to us that the coalition governments White Paper on Health will mean significant changes to the way the NHS is run. It will affect all those who work in the NHS and all those that use it.

We will have more direct control over funding but must adhere to the budgets we are given, budgets which are unlikely to be able to satisfy the growing demand on the NHS. As patients you will have the right to register anywhere as practice boundaries will cease to exist. It remains unclear as to how or indeed if this will work in practice.

We will of course keep you informed on any changes there may be, the plans identified in the White Paper are not due to be fully operational until 2013.

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## And finally.....

We welcome back to the practice Lesley Wilson in her new role as Nurse Manager. Lesley worked for us for many years until 2006 when she left to develop her other interests. Lesley will lead our expanding team of highly skilled and experienced Practice Nurses and will be instrumental in the development of the nursing team.

Sadly we say goodbye to Dr Fatheazam who has been with us for the last 15 months as a long term locum. We all wish her well for the future.

To improve consistency with the number of doctors available each day Dr Cunningham will work Thursdays and Fridays and will continue to provide postnatal appointments although these will be on a Friday afternoon rather than a Monday afternoon,

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