**Greengates Medical Group Summer Newsletter 2019**

**CARE NAVIGATION**

Why are we asking for the reason for your appointment?

You will find that when making an appointment our receptionists will ask for a brief reason for that booking. This allows us to ensure that you are seeing the right clinician and potentially saves you and the clinician from wasting time because you will have been appointed to the most appropriate person available whether it be a GP, Clinical Practitioner, Nurse Practitioner, Pharmacist, Practice Nurse or another member of our clinical team.

This allows medical staff to know why you are coming to see them, appropriate time allocated to the appointment and allow us to give priority to urgent problems.

There are times when patients make inappropriate GP appointments e.g. for problems with their teeth or gums when they should be seeing a dentist.

If a problem is particularly personal or sensitive please inform our receptionist who will be happy to record this for the clinician.

You can refuse to give details but this may result in you seeing the wrong clinician and they may inform you of this during your consultation.

Have we got your correct details?

Please make sure we have your contact details up to date, as there may be a time we need to contact you urgently.

Your GP surgery is your gateway to the rest of the NHS, so when you change your address or contact numbers with us, your contact details are updated across the whole of the NHS.

**ONLINE ACCESS**

We are increasing our availability of online appointments so if you are not registered for online access and would like to be, just speak to one of our receptionists to sort this for you.

With online access you can request prescriptions, book appointments and request access to your medical record so you can view blood test results to avoid having to ring through to ask for them. You can also print out your records for insurance reasons rather than requesting us to do this for you.

PLEASE NOTE you need to be 18 years or over to access this service and if the receptionist does not know you, you will be asked to provide photographic ID

**‘IMPROVED ACCESS’**

A new service was launched earlier this year which provides additional access to GP’s, Nurses, Health Care Assistants, Pharmacists, Physiotherapy and Phlebotomists from 7am until 8am and then 6.30pm to 8pm Monday to Friday as well as Saturday and Sunday mornings which we have signed up to and patients can book through our reception staff. It is not always our clinical team working at Manor Road HUB, which is where the majority of the appointments are based in Beverley, but we can book the slots for our patients, if they are available. We can book at all sites taking part across the whole of the East Riding of Yorkshire CCG area from Goole to Driffield. This means that if you work in another town you have the chance to book an appointment nearer to where you work or outside of your normal working hours. We usually hold an evening surgery at our Minstergate Surgery on a Wednesday evening where you can book to see the nurse or phlebotomist. It is not our usual receptionists who man the desk so they cannot deal with any queries on our behalf.

Please ask at reception or pick up a leaflet for further details.

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**SUMMER FEVER and Minor Ailments**

As the summer has finally arrived bringing with it the usual seasonal problems such as hay fever and insect bites, please remember your local Pharmacist can assist with these and lots of other minor ailments and should be your first point of call, they will advise you to contact us if they cannot assist you. If you do not pay for your prescriptions this service is free, if you do pay, they can often provide remedies costing a fraction of the standard prescription charge of £9.00 an item.

GREENWOOD AVENUE SURGERY

25 Greenwood Avenue

Beverley

HU17 0HB

Tel: 01482 881517

**Cervical Screening Saves Lives**

The NHS provides cervical screening for all women from the age of 24 and is aimed to reduce the number of women who die from cervical cancer. Alarmingly there seems to be an increasing amount of women NOT attending their surgery for the test to be carried out. If you have received an invite and are anxious about attending please let us know and one of our friendly nurses will be more than happy to discuss the procedure in private and address any of your concerns.

**PLEASE, PLEASE, PLEASE DO NOT IGNORE YOUR INVITE TO ATTEND – we can offer appointments throughout the day, til 8pm on Wednesdays too.**