



Upperthorpe and Ecclesall Medical Centres

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www.upperthorpemedicalcentre.co.uk

Newsletter

Spring 2017

Staff Update

Since our last newsletter we have appointed a new Nurse, Hannah, a new Healthcare Assistant, Alison and 2 new receptionists, Gary and Jacque at our Ecclesall branch site surgery, and a new nurse, June, and a receptionist, Debbie, at our Upperthorpe main site surgery.

Goodbye to Dr Begum, long-term locum and Ann Marsden, Treatment Room Nurse. They will both be sadly missed!!

New Salaried GP

We are pleased to announce that we have appointed a new salaried GP, Dr Amy Wright, and she will be starting with us on 1st May 2017. She will be working 5 sessions across both our surgery sites. We hope these additional sessions will help to improve our appointment access which is currently running at approximately 8-9 days to book a routine appointment.

Pressure on the NHS

GPs and practices are under unprecedented pressure with an increase of 40 million consultations per year from 5yrs ago. The increase has not been matched by an increase in GP numbers and staff, against a background of failing resource. GPs are being overwhelmed by rising workload and the Government policy continues to move services into the community, placing yet more pressure on overstretched GP services struggling to provide enough appointments, with consequential delays to see a GP and other primary healthcare workers. Please be patient with us, we are working hard to provide the best possible service for our patients.

Missed appointments

Missed appointments are an ever increasing problem here at Upperthorpe and Ecclesall Medical Centres. During the month of February we had a total of **256** appointments which patients failed to attend, and this helps to explain why it is sometimes difficult to get an appointment. On average we are losing 60-90 minutes of GP and nurse time per day due to missed appointments. If you are unable to attend an appointment at the surgery, please contact us in advance so that we can use the time for someone else. If you would like a text reminder sent to you about your appointment, please consent to this service with our staff.

Travel Vaccinations

It is your responsibility to ensure you are adequately covered for your holiday. Please book your travel vaccinations with one of our practice nurses well in advance of your departure date. Failure to do so may result in you being directed to alternative private travel health clinics. European travel vaccine appointments must be arranged at least 6 to 8 weeks before your departure date and worldwide travel vaccinations at least 10 weeks before your departure date.

Are you a Carer?

A Carer is anyone who cares for a friend or family member who due to illness, disability, a mental health problem or an addiction, cannot cope without their support. We are keen to identify all patients who are carers, including children who care for family members; so that we can ensure they are offered the appropriate support. The health of a carer is just as important as the person they are caring for. Please let a member of staff know if you are a carer and we can update your records accordingly.

Your named GP

As part of the GP Contract changes, all patients are required to have a named GP. In this practice, your registered GP is your named GP. Please note that you can still consult with any GP at the surgery. If you want to know who your registered GP is, please ask a member of our reception team.

Self-Care Aware

Self-care is about looking after yourself in a healthy way. It can be anything from brushing your teeth, doing some exercise, managing common conditions like headaches, cold and flu, or living with a long-term health problem such as asthma or diabetes. As a self-care aware practice we are here to help you feel able to look after your own health when it is right for you. So, when you come in for a consultation, the doctors, nurses and healthcare assistants in this practice will talk to you about what you can do to help maintain and improve your health.

We have a folder in our waiting areas containing fact sheets of the most common ailments. Please feel free to have a read through and ask at reception if you would like a copy. These fact sheets can also be found on our practice website at

www.upperthorpemedicalcentre.co.uk

Where to get help

Looking after yourself at home – for example:- Minor grazes, coughs and colds, sore throat, hangover.

Pharmacist – for example:- Diarrhoea, runny nose, headache, head lice

Minor Injuries Unit, Royal Hallamshire Hospital (B Floor) Adults only – for example:- Sprains and strains, cuts, rashes, stings and bites

A & E, Northern General Hospital – for example:- Chest pain, head injuries, stroke, severe bleeding, deep wounds, severe shortness of breath, broken bones

NHS111 – Advice, medical help, not sure who to call

Dentist – Toothache, abscess, gum disease

When we are Closed

After 6.00pm each evening, Thursday afternoons, weekends and bank holidays, the practice is closed. The telephone numbers remain the same and you will automatically be transferred to the Sheffield GP Collaborative or asked to redial Freephone 111. The NHS 111 service is 24 hour a day 7 days a week call handling service designed to deal with non-emergency calls. Patients will be able to dial 111 free and be assessed immediately on the phone by fully trained call handlers.

In and out of hours you can also be seen at the NHS Walk-In Centre on Broad Lane, S1 4BT
Tel: 2412700

Call **999** in an emergency. Chest pains and /or shortness of breath, severe bleeding, head injuries constitute an emergency.

SystemOnline

You can utilise the following services online 24 hours a day, 52 weeks a year:-

Appointments – Book and cancel appointments and view past and future appointments

Repeat Prescriptions – View current prescription items and request medication

Summary of your Patient Record – The summary will include allergies, Drug sensitivities, acute medication and repeat medication.

To use the SystemOnline service, all you need to do is request a username and password from the reception staff (one form of photo ID required) and follow the simple steps online via this link:- <https://systmonline.tpp-uk.com>

Opening times

Mon 9am to 12.30pm and 2.00pm to 6.00pm
Tues 9am to 12.30pm and 2.00pm to 6.00pm
Wed 9am to 12.30pm and 2.00pm to 6.00pm
Thur 9am to 12 noon
Fri 9am to 12.30pm and 2.00pm to 6.00pm
Sat 8.30am to 10.30am (Ecclesall surgery only)

Easter Holidays

We will be closed Good Friday 14th April through to Easter Monday April 17th 2017.

Please remember to order you repeat prescriptions in time.