



Upperthorpe and Ecclesall Medical Centres

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www.upperthorpemedicalcentre.co.uk

Newsletter

Spring 2018

Staff Update

You will probably be aware that the Practice has undergone a number of GP and staff changes over the past 12-18 months. Following this period of change and additional investment in resources, we now feel in a more established position with a solid team comprising:- 6 GP Partners, 3 Salaried GPs, 4 Practice Nurses, 2 Healthcare Assistants, a Business Manager, a Practice Manager, 3 secretaries, an IT Clerk and 12 receptionists working across both surgery sites. Dr Laura Chambers will be joining the partnership from July 2018. In addition, we have a midwife, pharmacist, counsellor, IAPT worker, dietician, smoking cessation advisor, a health link worker and a diabetes specialist nurse who all work from our premises at varying times during the week.

Forthcoming Bank Holidays

Monday 28th May
Monday 27th August

We will be closed on the above dates. Please remember to order your prescriptions in plenty of time! For emergencies, please dial 999 during this time, for other non-emergency medical conditions please dial the surgery number and you will be directed to the GP Collaborative Out of Hours Service or asked to hang up and dial 111.

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 April 2018 we had a total of **358** 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 3-4 hours of GP and nurse time per day due to missed appointments. You will all have perhaps noticed our DNA man in the surgery waiting rooms! 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.

Call back from a GP or Nurse

Please can you take extra care to keep your phone close to hand when you are expecting a telephone call back from the surgery. Often we are greeted by an answer phone. At the moment we generally try to call back 2 or 3 times but cannot do this indefinitely and you may need to call back as a result of not being available. Our telephone list is becoming increasingly busy and we are working through a list of approximately 50 call backs per day. If 10 of these need calling back 2-3 times, it slows our clinicians down significantly and adds to the daily workload pressure.

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.

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.upperthorpemmedicalcentre.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 SystmOnline 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>

Data Protection Laws are changing from 25th May 2018.

We have added our revised policies and Patient information Leaflets to our practice website and waiting rooms. This will give you more information about consent and your rights in managing how we do and don't communicate with you.

General Data Protection Regulation (GDPR)

We believe that any patient we are in currently in contact with via text messaging has given us formal consent to contact them about their appointments and healthcare information. We have this recorded in your clinical record.

However, we want to remind you of your rights to withdraw this consent at any time. If you believe you have not given us formal consent or wish to withdraw your consent for the practice to communicate with you in this way, please contact the practice reception team and we will remove you from this service.

Please remember that we rely on you keeping us up to date with your correct telephone contact information in order that we do not send messages to the incorrect number.

GDPR puts a greater onus on us to ensure that patients fully understand our policy for sharing health related information and your rights within this process. It is therefore important for us to reiterate to patients that the sharing of medical information is only provided in order to better improve your care. We will not share your medical information with any third party provider of care should you not wish us to do so.

Every employee of the NHS has a legal responsibility to treat patient records in the strictest confidence and access to your records are fully auditable.

We also believe it important that patients have full confidence in our working processes so if you have any concerns about GDPR and what this means for you, please contact the Business or Practice Manager.

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 (12:30-3pm Uppertorpe)
Fri 9am to 12.30pm and 2.00pm to 6.00pm
Sat 8.30am to 10.00am (Ecclesall surgery only)