

**WHITBY GROUP PRACTICE  
PRACTICE NEWS  
SPRING/SUMMER 2020**

**Bank Holidays**

Please note that the surgery will be closed on the following bank holiday:

**10<sup>th</sup> April 2020  
13<sup>th</sup> April 2020  
8<sup>th</sup> May 2020  
25<sup>th</sup> May 2020  
31<sup>st</sup> August 2020**

We are incredibly busy on the run up to a bank holiday, so please order your prescriptions early.

**Important information about the coronavirus (COVID-19)**



The NHS in xxx and Public Health England (PHE) are well prepared for outbreaks of new infectious diseases. The NHS has put in place measures to ensure the safety of all patients and NHS staff while also ensuring services are available to the public as normal.

The latest information on symptoms of Coronavirus infection and areas where recent travel may have resulted in a high risk of exposure can be found on [nhs.uk/conditions/coronavirus-covid-19/](https://www.nhs.uk/conditions/coronavirus-covid-19/)

NHS 111 has an [online coronavirus service](#) that can tell you if you need medical help and advise you what to do.

Use this service if:

- you think you might have coronavirus;
- in the last 14 days you've been to a country or area with a high risk of coronavirus;
- you've been in close contact with someone with coronavirus.

Do not go to a GP surgery, pharmacy or hospital. Call [111](#) if you need to speak to someone.

Change to how you order repeat prescriptions at Whitby Group Practice



Options for ordering repeat prescriptions:



- **Patient Online Access** – This is the practice's preferred option for ordering your repeat prescriptions.

**WHITBY GROUP PRACTICE  
PRACTICE NEWS  
SPRING/SUMMER 2020**

- **Telephone** – Orders for repeat prescriptions (01947 820444) will only be taken by telephone between the following hours: 10.00am – 12.00pm & 2.00pm – 4.00pm Monday to Friday.
- **Leave a message** – You can call 01947 824124 to order your repeat prescription and leave a message. This service is available 24 hours a day, seven days a week.
- **By hand** - Use the prescription slip, tick each item that you require before sending it to the surgery. Please try to order your complete requirements in one go. The completed slip can be put into the relevant post-box at surgery.
- **By Post** - Prescription requests can be posted to the surgery. If a stamped addressed Envelope is enclosed the prescription will be posted back to you.
- **By email** - Hrwccg.wgpdispensary@nhs.net

**Same Day Assessment Clinic** 

These clinics run 5 days per week, Monday to Friday 8.30am—10.00am and have been introduced for our patients who experience a new medical problem. This is a walk in, sit and wait clinic so there is no need to telephone us before arriving.

Patients with a new medical problem should arrive and book in at reception between 8.30am and 10.00am. We will make every attempt to ensure you will be seen on the same day by one of our clinical team. These appointments are 10 minute slots and for one medical problem only.

If your condition is deemed to be too complex you will be re-booked. Please collect a leaflet from reception or visit our website <http://www.whitbygrouppractice.nhs.uk/> for more details.

**Online Consultation** 

You can now consult with your GP online. Please follow the link on the front page of our website to consult online <http://whitbygrouppractice.nhs.uk/>

**Mental Health and Wellbeing Surgery** 

Are you feeling isolated, stressed or experiencing a mental health problem? Scarborough, Whitby and Ryedale Mind and Whitby Group Practice are offering one to one appointments with a Mind worker to help improve your wellbeing. Please contact the surgery for an appointment.

**WHITBY GROUP PRACTICE  
PRACTICE NEWS  
SPRING/SUMMER 2020**

**Electronic Prescription Service (EPS)** 

A new way to get your medicines and appliances. The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from. What does this mean for you? If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time. You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop. You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

**Reducing Costs to the NHS** 

The practice is currently reviewing its prescribing to try and reduce the cost to the NHS. All practices within our Clinical Commissioning Group (CCG) are being supported by the CCG Medicines Management team to try and reduce their prescribing costs and are being asked to review patients on certain medications. This is to ensure that our patients receive the best treatment but with the lowest cost for the NHS.

**Use It or Lose It** 

**The Practice Dispensary at Whitby and Robin Hoods Bay**

From time to time various governments threaten to end dispensing practices so your support by using the service for repeat and urgent medicine is important to help keep the dispensary within the practice open. If we lose dispensing patients then we move closer to the possibility of losing the service as it will eventually become unaffordable. Large pharmacies are also in competition with one another for business and they will try to get dispensing patients to sign up to have their prescriptions dispensed from them. Please help us to stay open by using our services. Don't let them disappear.

**Our Dispensing Services**

- Repeat and Acute Prescriptions
- Online Ordering
- Medication use reviews
- Dossette medication
- Medication dispensed at the time of your appointment
- Automatic Repeat Ordering
- Prescription Delivery to the housebound

## **WHITBY GROUP PRACTICE PRACTICE NEWS SPRING/SUMMER 2020**

### **Improving Communication**

We want to get better at communicating with our patients. We want to make sure you can read and understand the information we send you. If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

We want to know if you need information in braille, large print or easy read.

We want to know if you need British Sign Language interpreter or advocate.

We want to know if we can support you to lip-read or use a hearing aid or communication tool. Please tell the receptionist when you arrive for your next appointment, or call us on 01947 820888.

### **Text Messaging Service**

The Practice is currently trying to improve its communication with patients and is looking at alternative methods of communicating using email, web, text and mobile phones.

If you would like to receive Practice information and alerts via email or text please contact the surgery. **Please note it is your responsibility to inform us of any change to telephone numbers and email addresses.**

### **Online Access**

Repeat medication requests and appointments can be managed over the internet or via the patient access mobile app which is free to download from <https://patient.emisaccess.co.uk>. If you don't currently use Emis Access for booking appointments, messaging, viewing a summary of your medical records or ordering repeat medication and you would like to, then please ask at reception.

### **Named GP**

All patients registered at Whitby Group Practice have been allocated a named GP. Please contact the surgery to find out who your named GP is.

They may be part of a job share team so you would be able to see anyone within that team.

### **Extraction of anonymous fit note data in England**

The Department for Work and Pensions (DWP) will start to collect fit note data from GP systems across England in February 2016 and will start to publish data from spring 2016. The first data collection will include fit notes issued from December 2014 but this will exclude data about patients who have objected to identifiable data about them leaving the GP practice for purposes beyond their direct care prior to the time this first collection is made. Data collection for any patient who registers an objection subsequently will be excluded from the point this is registered.

We are legally required under Section 259 (5) of the Health and Social Care Act to provide the data in the published Data Provision Notice.

### **National Diabetes Audit**

Helping to improve diabetes care. This GP practice is taking part in an important national project about diabetes care and treatment in the NHS. The project is called the National Diabetes Audit (NDA). To take part, your GP practice will share information about your

**WHITBY GROUP PRACTICE  
PRACTICE NEWS  
SPRING/SUMMER 2020**

diabetes care and treatment with the NDA. The type of information, and how it is shared, is controlled by law and enforced by strict rules of confidentiality and security. For further information about how your information is used please see the NDA patient information leaflet. Taking part in the NDA shows that this GP practice is committed to improving care for people with diabetes. If you do not want your information to be used, please inform the receptionist, your GP or nurse. This will not affect your care.

**Evening & Saturday Morning Surgeries**

Doctor's appointments are available from 6.30pm to 7.45pm on Thursdays at Whitby Group Practice for the benefit of patients who are unable to attend in normal working hours. You are also able to book appointments on a Saturday morning. Please ask reception for details.

**Smoking Cessation Clinics**

This Clinic is run by our nursing Team who will offer advice and support to patients trying to stop smoking. Please ring reception for an appointment.

**Chlamydia Screening Postal Test Kits**

These kits are available at the surgery. They contain a urine sample bottle and all necessary documentation. They are for patients aged 15-24 years of age.