



The Lambert Medical Centre

Summer/Autumn 2018 Newsletter

Staffing News

We have welcomed Dr Hannah Burnett to the surgery in August. Dr Burnett is consulting 3 days per week.

Rebecca and Leanne have joined our Reception/Admin team

Retirements

We say a fond farewell to Dr Simon Pooley and Dr Elaine Cook at the end of August.

They have been with the Lambert Medical Centre for a total of 62 years.

We asked them both to say a few words to sum up their time at the practice:

Dr Pooley:

'I arrived young, with hair and became a partner at LMC on April Fool's Day in 1988. 30 Years and 4 months later it is time to move on, without hair! I have seen many changes – new surgery in 1993, many NHS changes, new procedures, new drugs and I have seen both the NHS and the practice evolve. Now, as I reach 60, I share and compare symptoms with the patients who see me. I always felt that working for the NHS is like being on a rollercoaster ride...a frantic pace and never enough time.

I would like to thank all the staff and patients here. It has been a great place to work. I leave the practice happy in the knowledge that the remaining Drs will progress the practice on as we did earlier in our careers. A new period of my life begins and eligibility for a bus pass awaits! It's emotional.

A BIG THANK YOU TO ALL

Dr Cook:

'The time is approaching for my final day at the Lambert. I approach this with both excitement and trepidation.

Having started work in the surgery in 1986 it is amazing to look back at how things have changed over the years. From a time when the receptionists hand wrote every prescription and the surgery closed for 2 hours each afternoon, to the current frantic activity from 8am to when we close at 6.30pm and later!

Having been involved in building up the practice over the years and the move to our current premises in 1993, it is lovely to see that the future of the practice is in such capable hands of the younger Drs, management and staff. I wish you all at the Lambert the very best. I have no doubt that the Lambert will continue to thrive and I feel proud to have been part of getting it to where it is today'

Ordering Repeat Medication

If you have medication on repeat the easiest and safest way to re-order using the on-line reordering facility through Patient Access. Patients that have used our auto re-order system or local pharmacy's managed repeats systems are being asked to change to online ordering or to drop the repeat request in to the surgery or chemist. Our CCG, Hambleton, Richmondshire and Whitby CCG are requesting this change for a number of reasons:

- To put you in control of your medication
- To address safety concerns as prescriptions may change from one order to the next and the automatic system might not pick this up.
- To reduce over ordering and medicines waste.

Ways to order your repeat medication:

1. Ordering online
2. Via repeat prescription box in the surgery
3. Posting the repeat prescription to the practice

Patients who are unable to use any of the above methods should discuss this with the surgery dispensary or the chemist if you live in town, and you will be provided with additional support to ensure you are able to get your medication.

FLU CLINICS

We are approaching 'Flu season' already which is hard to think about given the lovely weather we continue to have.

We are planning on having 2 Saturday clinics as we have had in the past however due to delivery restrictions, these will not be on consecutive Saturdays as we have had in the past.

Please note there will be a Saturday flu clinic on **22nd September** and **3rd November**. Flu vaccinations will be available between these dates and these will be in surgery time; you will need to book these with reception.

Patient Survey

Thank you to all our patients who took the time to complete the recent GP survey. Both the CCG and the Lambert Medical Centre scored above the national average in terms of patient satisfaction around availability of appointments, helpfulness of staff and quality of care.

94% of patients surveyed rated the overall experience of our surgery as 'GOOD'.

Park Run Practice

Are you interested in:

- Improving health and wellbeing through physical activity, including volunteering?
- Opportunities to socialise, make friends and be part of a welcoming, supportive community?
- Activities that are free, outdoors and accessible to all?

If so, parkrun could be the answer.

- Free, weekly 5k events for all ages from 4+, every Saturday morning, in areas of open space
- 2k junior parkruns for 4-14 year olds and their families on Sunday mornings
- Over 750 locations in UK
- Organised by local volunteer teams
- Not races: walk, run, jog, volunteer or spectate
- Taking part is easy: register once on the parkrun website, print off your personal barcode and head down to your local event

Parkrun is open to all, including those who are inactive or have health conditions or disabilities, whether people want to improve their fitness, make new friends, cope with health problems, learn new skills or simply be outside with others, parkrun has a positive impact on health and wellbeing and changes lives.

Parkrun UK and the Royal College of General Practitioners are set to launch a ground-breaking initiative that could see thousands of patients being 'prescribed' outdoor physical activity rather than medication.

The initiative aims to improve the health and wellbeing of health care staff, patients and carers, reducing the need for lifelong medication. In 2017, the 1.11 billion prescriptions dispensed in communities across the UK cost £9.17bn.

GP practices are encouraged to develop closer links with their local parkrun to become certified 'parkrun practices', with health care practitioners signposting patients and carers to parkrun, particularly those who are the least active and have long-term health conditions.

We are supporting this initiative and hope to working with Northallerton Park run later this year when staff and (hopefully) patients of the Lambert Medical Centre will take part either volunteering, running or walking a Parkrun. Look out for further details on our website.

If you want details of local parkruns please ask at reception or look on the website www.parkrun.org.uk

Better Access

We continue to work with Heartbeat Alliance and our colleagues at Thirsk Health Centre to offer extended access to Primary Care on Saturday mornings.

Every alternate Saturday morning there are GP, Physiotherapist and Pharmacist appointments available here at Lambert Medical Centre and at Thirsk Health Centre.

Physiotherapist : if the main reason for your appointment is because of pain or stiffness in your neck, back or other joints, muscles or sports injury, trapped nerve or arthritis and you haven't suffered any significant injury or trauma, and you feel otherwise well then please ask for an appointment with the Physiotherapist.

Clinical Pharmacist: If you need a review of your medication, or you have been recently discharged from hospital and want to discuss your medication or you are confused about any aspect of your medication please ask for an appointment with the Clinical Pharmacist.

Online Access

Please remember, you can book GP appointments, order repeat prescriptions and view your summary care record online now through our website. This is a convenient and safe way to access these services and we encourage all patients to use this facility.

The process to order repeat medicines on-line is simple and secure, enabling you to select and request only the items you require directly from the practice. You can check your current stock levels of medicines (both regular and as required items) in your home prior to submitting your order, then can avoid over-ordering or ordering 'just in case'. It also allows you to order at a time convenient for you, including outside regular opening times.

If you are not already registered for online services just call in at the surgery with some form of ID and a member of staff can give you your unique login details. www.lambertmedicalcentre.co.uk

Don't forget we have a Patient Participation Group:

PPGs are groups of active volunteer patients that work in partnership with practice staff and GPs – this unique partnership between patients and their practices is essential to achieving high quality and responsive care.

The group can help the practice by enabling us to be more proactive in providing the services that truly reflect what patients want and need. We tend to communicate via email and meet up face to face just a couple of times a year so the commitment isn't too onerous. We aim to have an inclusive and representative membership so.....

Please see our website for details on how to join
www.lambertmedicalcentre.co.uk