** The Lambert Medical Centre**

**Spring 2019 Newsletter**

**Staffing News**

Dr Hiles has now retired from the surgery following many years of service. He has left the following message:

*My grandfather farmed just outside Thirsk, on the York Road and my mother was brought up on this farm and at local schools during the war years. By a strange twist of fate I ended up in Thirsk as a trainee GP in 1987. In 1990 Jack Donald tracked me down to Australia where I was then working, and in a long-distance phone call invited me back. Adding my two spells at the surgery together totals 30 years. How the time has flown.*

*During my time we built the new surgery which at the time seemed enormous! Now we are bursting at the seams with a larger list size and a vastly bigger practice team. I am not sure there is ever really a right time to retire. The benchmark of 30 years though does seem a fitting time!*

*I shall miss so many things about being a GP. Mostly though, it is people I will miss, some of them I have seen as patients for 30 years. Relationships and trust built over such a long time are hard to let go. I will miss my work colleagues who do so much behind-the-scenes to make the practice run smoothly. I will miss their support and the banter. I am confident that the team at the Lambert Medical Centre will continue to look after the local community to a high standard whatever changes the health service imposes! The recent CQC inspection with ratings of good and outstanding is testament to a high-quality practice I am proud to have been part of.*

*Retirement will bring its own challenges but I am confident that the opportunity to travel more, learning Spanish and looking after a large garden will avoid the need to watch any daytime TV. Thank you to the many people who have offered kind comments or sent cards over the last few weeks.*

*Wishing you all good health!*

*Richard Hiles*

### ****Accident and Emergency services at the Friarage****

### **Taken from South Tees website:**

### **T**he Accident and Emergency (A&E) service at the Friarage Hospital has temporarily changed to an Urgent Treatment Centre (UTC) **The majority of patients currently treated at A&E at the Friarage will still be treated at the Friarage in the Urgent Treatment Centre.**

## When can I use the Friarage Urgent Treatment Centre?

The Urgent Treatment Centre is open **24 hours a day, seven days a week**.  You do not need an appointment to attend. You can walk in to the UTC, or you may be directed there by NHS 111.

In the Friarage Urgent Treatment Centre (UTC), adults and children can be treated for:

Strains and sprains Suspected broken limbs

Minor head injuries Cuts and grazes

Bites and stings Minor scalds and burns

Ear and throat infections Skin infections and rashes

Eye problems Coughs and colds

Feverish illness Abdominal pain

Vomiting and diarrhea

Children with minor illnesses such as fever, rashes and earache can also be seen.

Patients requiring critical care are being cared for at The James Cook University Hospital or Darlington Memorial Hospital. Critical care is for patients who require significant intervention and support to help them with breathing or heart function for example, as a result of a major injury, serious illness or complex surgery.

At the Lambert Medical Centre we are no longer commissioned by the CCG to provide a Minor Injuries Service therefore you will be directed you to the Urgent Treatment Centre if you contact us with a minor injury.

**Online Services - NHS App**

The NHS App is an easy to use mobile and tablet application that provides patients with a single point of access to digital health services. Using the NHS App patients can:

• Use the online symptom checker (NHS website A-Z)

• 111 online

• Book/Cancel appointments

• Order repeat prescriptions

• View their health record

• Set organ donation and national data opt out preferences

The NHS App is a tool to access online services and is not intended to replace existing services. Patients can continue to use other systems if they prefer.

* **Benefits**
* Time saving: Using NHS Login most patients will be able to verify their ID online, registering to use the NHS App without coming in to practice
* Convenient 24/7 access**:** Patients can book/cancel appointments at any time
* **Accessing the NHS App**

The NHS App is available to download from app stores for mobile and tablet devices. Once downloaded patients can verify their ID online using NHS Login

* **Patients not already registered for online services** are required to upload a driving license or a passport and will be guided to take a short video of themselves to verify their identification.
* **Existing users of GP online services** can use the linkage key (otherwise known as passphrase or account ID) information provided when registering with your practice, or go through the same process as a new user.

Patients already registered for online services will get the same level of access set up by the practice.

Whilst it may sound complicated there is plenty of advice on the **NHS App** as to how to go through the process – give it a try!

**Appointments**

Our appointment system allows for patients to access a clinician ‘on the day’ if there is an urgent need. We offer pre-bookable face to face appointments which are available to book in surgery, over the phone, and online and we also offer pre-bookable phone appointments over a lunchtime.

Reception staff are requested by the GPs to always enquire as to the nature of appointment request. This is not because they are nosey or because they want to decide if you need an appointment or not. This is to enable the Reception staff to ensure you see the correct person to help you in the quickest time possible. In some cases, the Reception staff can save you a trip to the surgery. They are trained to know what issues can be dealt with by other clinicians or organisations and often these can be accessed sooner than a GP.

We have fully qualified Advanced Nurse Practitioners (ANP’S) working in the surgery; the Reception Team are aware what problems our ANP’s can help with and you can often get an appointment with them sooner than a GP. ANP’s can prescribe medication and refer you where appropriate and we encourage patients to see them when advised.

We actively encourage patients to cancel any unwanted appointments and offer several ways to do this. Patients often complain about lack of appointments; so having over 100 wasted appointments every month is frustrating.

**Park Run Practice**

We continue to support Parkrun. Following on from our Parkrun Takeover in October several members of staff have continued to get out for a run and some take their children and grandchildren to the Junior Parkruns which are held on Sunday mornings in Northallerton.

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.

The Practice is planning another Parkrun takeover at Northallerton (behind the Leisure Centre) which will take place on Saturday 7th September at 9am.

If you don’t fancy running but are able to help with a volunteering role, please let Reception staff know – you would be most welcome and its great fun.

If you are interested in taking part it would be fantastic to see you there.

If you want details of local parkruns please ask at reception or look on the website [www.parkrun.org.uk](http://www.parkrun.org.uk)

**The Lambert Medical Centre**

We are now active on social media. Follow us on Twitter and Facebook where we post details about local and national health campaigns.

 @lambertmedical1  @lambertmedicalcentre

**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**](http://www.lambertmedicalcentre.co.uk)