

Drs Anderson, Pedder-Smith, Folwell and Klakus

## *medical* CENTRE

Spring 2019 Newsletter



### Improvements



We have been making some improvements to the Driffield Surgery.

We have given both waiting rooms and Dispensary a facelift and created a new consulting room for Caroline, our Advanced Nurse Practitioner.

Our Driffield patients will have also noticed our new automated dispensing robot...

### The Hub

**The Hub allows you to collect your prescription 24 hours a day, 7 days a week**

We have researched this extensively, the 24 hour prescription collection point offers a **SAFE** storage solution for us, and a **CONVENIENT** collection method for **YOU**

#### How does it work?

Your medicines have been clinically checked for safety and accuracy checked before they are placed securely into the prescription collection point by a member of the Dispensary Team

Once loaded into the Hub, you will receive a text message with a unique 6-digit code, letting you know that your prescription is ready for collection

Touch the screen on the Collection point, type in your 6 digit code and your medication will be outputted from the Hub.

The Hub accepts card payments for those patient that pay for their prescriptions.

If you would like to collect your medication from the Hub, please complete a short form at reception.



Dr Helen Bedford is now on maternity leave. Her little boy arrived at the beginning of March. We are sure you will join us in wishing Dr Bedford and her family all the very best.



### Time for Training

**We will be closed from 12pm on Wednesday 1st May and will reopen at 7am on Thursday 2nd May**

## Improving Access Clinics

The Drifffield surgery opens at 7am on a Thursday morning for appointments and prescription collection only (the phone lines open at 8am)

We are open 9am to 1pm

Saturday 4th May    Sunday 19th May  
Saturday 1st June

We are open for **prebooked appointments and prescription collection only** during these hours (the phone lines are not open on Saturdays and Sundays).

[www.facebook.com/  
drifffieldmedicalcentre](http://www.facebook.com/drifffieldmedicalcentre)



## Patient Access

All GP appointments that are available to our receptionists are also available online, please ask at reception if you would like access to the online service.  
(photo ID is required)

## Bank Holiday Closures

**Easter:** We will close at 6pm on Thursday 18th April and re-open at 8am on Tuesday 23 April.

**May Day:** We will close at 6pm on Friday 3rd May and re-open at 8am on Tuesday 7th May

**Spring Holiday:** We will close at 6pm on Friday 24th May and re-open at 8am on Tuesday 28th May

## Changing Faces

We have recently recruited 3 new members of staff to our Administration Team:

Paige Butterworth and Laura Harland have joined our Customer Service Team.  
Faye Proudlock has joined our PA team.  
We are sure you will join us in welcoming them to the team.

## FAILED APPOINTMENTS



**Please remember to cancel your appointment if you are unable to make it**

127 appointments were missed in February 2019

This equates to **21 hours of wasted clinical time.**

**127 extra patients could have been seen in these missed appointments**

We do what we can to limit the amount of wasted appointments; We offer a text reminder service, text messages are automatically sent to your mobile number. If you haven't already provided your mobile number please contact us and we will update your record.

We also have an automated appointment cancellation line which is available 24/7



**Are your contact details up to date?**

**Have you changed your mobile number recently?**

**You can update your contact details at reception or over the phone.**