

medical CENTRE

Summer 2018 Newsletter

Changing Faces

Welcome! Dr Helen Bedford is joining us as a regular GP working 3 days a week. A lot of you will know her from her regular locum days with us over the last 12 months.

Dr Summerton left the practice at the end of April, we wish him all the very best for the future.

Summer Bank Holiday



We will close at 6pm on Friday 24 August and re-open at 8am on Tuesday 28 August.

How We Use Your Information



- We collect and hold data about you for the purpose of providing safe and effective healthcare
- Your information may be shared with our partner organisations to audit services and help provide you with better care
- Information sharing is subject to strict agreements on how it is used
- We will only share your information outside of our partner organisations with your consent*
- If you are happy with how we use your information you do not need to do anything
- If you do not want your information to be used for any purpose beyond providing your care please let us know so we can code your record appropriately
- You can object to sharing information with other health care providers but if this limits your treatment options we will tell you
- Our guiding principle is that we are holding your information in the strictest confidence

For further information please visit our website www.driffieldmedical.nhs.uk

*Unless the health & safety of others is at risk, the law requires it or it is required to carry out a statutory function



Holiday Season



Every year we have patients contacting us from out of the area as they have gone away and forgotten their medication. We are unable to provide patients with prescriptions when they are no longer in the area.

We are unable to post or fax prescriptions.

If you are on holiday in the UK and have forgotten your medication the advice from NHS England is as follows:

- See a local GP and ask for a prescription. Staff at an NHS walk-in centre may be able to arrange for you to see a GP
- Ask a local Pharmacist if they can provide an emergency supply of your medicine
- In some cases, a nurse at an NHS walk-in centre may be able to supply your medicine or a prescription
- Outside normal GP hours, you may be able to get a prescription from an out-of-hours service by contacting 111.

Further information can be found on the NHS choices website: www.nhs.uk

If you are away and are unwell we are unable to provide any advice, you would need to contact a local GP or hospital to discuss your symptoms.

Remember to order enough medication to cover your holiday period.

FAILED APPOINTMENTS

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

188 appointments were missed in May 2018

This equates to **31 hours of wasted clinical time.**



188 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.