

Drs Anderson, Pedder-Smith, Folwell and Klakus

## *medical* CENTRE

Winter 2018 Newsletter

### Christmas and New Year Opening



**We will close at 6pm on Christmas Eve and reopen at 7am on Thursday 27th December**



**We will close at 6pm on New Years Eve and reopen at 8am on Wednesday 2nd January**



*We would like to wish all of our patients and their families and carers a very Merry Christmas and a Happy New Year*



Dr Helen Bedford will be working 2 days per week through January leading up to her maternity leave at the end of the month.

We are sure you will join us in wishing Dr Bedford and her growing family all the very best.



We have given our website a facelift. We are working to keep all the information up to date and relevant:

**[www.driffieldmedical.nhs.uk](http://www.driffieldmedical.nhs.uk)**

### Improving Access

We are taking part in the CCG's 'Improving Access' scheme which is part of the Government's commitment to extend access to Primary Care.

The Driffield surgery now opens at 7am on a Thursday morning. We are also open 9am to 1pm on the first Saturday of every month and the third Sunday of every alternate month (November / January / March etc).

We are open 9am to 1pm:

Saturday 5th January      Sunday 20th January      Saturday 2nd February

We are open for **prebooked appointments and prescription collection only** during these hours. These clinics are for routine appointments and are not for minor injuries or urgent care. We are unable to visit patients on a weekend. If you need access to a doctor and do not have an appointment you will be offered the first available appointment or directed to the Out Of Hours service which is accessed by calling 111.

Further information regarding the improving access scheme and surgeries taking part can be found at [www.improvingaccess.co.uk](http://www.improvingaccess.co.uk)



## Time for Training



We will be closed from  
12pm on Thursday 31 January  
The practice will reopen as usual at  
8am on Friday 01 February



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## Dispensary



We are making some changes to the Dispensary.

Pending final planning approval we are hoping to start work in January to remodel the Dispensary, give our waiting rooms a much needed face lift and introduce a automated dispensing machine called Pharmaself 24. Pharmaself 24 will allow patients to collect their medication **24 hours a day, 7 days a week** from a secure ATM style machine.

We are aware that our opening hours have made it difficult for some people to collect their prescriptions in the past but we are hoping with both the Pharmaself 24 and the extended opening hours that the surgery and the Dispensary will be much more accessible to all patients.

## FAILED APPOINTMENTS



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

151 appointments were missed in November 2018

This equates to **25 hours of wasted clinical time.**

**151 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.**