

Mayford House Newsletter – May, 2022

Welcome to our May Practice Newsletter, We hope you find the following patient information useful: -

Practice Update

We would like to welcome our 2 new salaried GPs who will be starting with us soon- Dr Phil Woodhouse who starts in May and Dr Katie Boon who will start in June. We are really looking forward to working with them both. They will be a huge asset to our team, and we cannot wait for them to join the team!

We also have 2 new trainees who have started with us, Dr Andy Harbit is a GP trainee with us and Dr Josh Milner who is a foundation stage 2 doctor. We would like to welcome both to the team.

We would like to congratulate Jocelyn on taking Dispensary Manager role!

Unfortunately, we have had to say goodbye to:

Our trainees Dr Colin Hoddinott and Dr Isuru Edirisinghe who both left Mayford House in March to continue their training with other rotations.

And

One of our reception team, Janet French who has finally retired, we wish her well the best for the future

Carer's review

Carer's reviews started in March led by our nursing team. Feedback has been that these have been really useful for those who have attended, particularly in helping establish or inform us of your emergency contingency plan should you become unwell as a carer. In addition, signposting to how to get a carers emergency card and access additional support. You may get a letter or text inviting you to this and we would love you to take up this opportunity.

Research

We hope to start a new trial called 'Hipdys' which is a trial that will be focused on studying our GP's when they perform 6 week baby examinations. We are currently in the initial stages of this but hope this should be starting by the summer. The aim is to look at a new checklist rather than our current practice of a specialised examination to see if this reduces the risk of missing hip dislocation in babies.

ALABAMA- this is a study looking at those with a penicillin allergy. We have gone through the initial searches and consent of eligible patients and are really pleased to say that initial results are finding that many patients with historic penicillin allergies

have been found that this is not the case. This has huge benefits for their care should they require antibiotics for infections.

Covid vaccinations

Some of you may be aware the Government has announced anyone aged over 75, residents in a care home for older people, and those with weakened immune systems will be offered a spring booster of COVID 19 vaccine. You will be contacted by the NHS when you are due your spring booster. You can book Via the NHS site (the link is below) or dial 119. The vaccination hub in Northallerton is no longer a walk-in service. The surgery is not able to book this for you.

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

Staff Shortages

Unfortunately, we have had staff off recently with Covid and having to isolate. We understand that this has caused inconvenience to some of you, and we apologise for that. On the other hand, we would like to thank you for your patience.

Livvi

As some of you may be aware we have started using a service commissioned by the CCG called LIVI for remote GP appointments. LIVI is a service eligible for patients above the age 1. Please note that if you are booked in with a LIVI doctor it will be a out of area number. LIVI are not able to see anyone face to face. You may also benefit if you have a smartphone with good internet connection as the doctor could video call you. If a child under the age of 16 has an appointment a parent/legal guardian must be present. LIVI can help with the following;

- Acne
- Allergies
- Anxiety and depression
- Asthma (mild to moderate)
- Cold, cough & flu-like symptoms
- Cold sores
- Constipation
- Diarrhoea or being sick
- Eye inflammation
- Fever
- Headache
- Indigestion & heartburn
- Insect bites
- Insomnia or difficulty sleeping
- Nail problems
- Sinus problems
- Skin rashes & eczema
- Sore throat
- Stomach pain
- UTI (for females aged over 16)

Did not attend appointments

Recently we have had a lot of missed appointments due to patients not turning up or being available for their telephone consultation. This is putting pressure on the appointment system. If you are unable to attend, please call and cancel the appointment so we can offer it to another patient.

Virtual Receptionist 24 hour Booking and Repeat Medication Requests System



Mayford House Surgery has implemented a new appointment booking (specific appointments only) and repeat medication requests system, which will allow patients to book appointments or request medication 24 hours a day, 365 (or 366) days a year.

The appointments currently available to book through this system are:

- **Dressings** - where there is ongoing care when discharged from the hospital (NOT FOR MINOR INJURIES - such as burns, stings, cuts etc. - you will need to attend the Urgent Treatment Centre for these)
- **Childhood Immunisations** - except 8 weeks due to a double appointment with the GP needing to be arranged
- **Medication Reviews** - if you require monitoring beforehand, such as bloods or a BP, the system will ask you and then book you in to a slot for a member of the practice team to call you back within 2 working days
- **Recalls**, such as Asthma, COPD, Diabetes etc. However you will receive correspondence from the surgery with a 4 digit PIN which will allow you to book these appointments.

A system like this allows our receptionists more time to deal with urgent issues and queries from patients and allows patients to book or request medication at a time that suits them, as well as offering another way of booking or requesting medication if patients don't have access to a computer.

More information about this system is available on our website at, <https://www.mayfordhouse.co.uk/your-surgery/virtual-receptionist>

Topic of the month

In our waiting area there is a noticeboard which is updated every month. With our topic of month, April's will be based on medication you can buy over the counter at your local pharmacy. During the summer months we or the hospital get a lot of patients that are suffering from insect bites or stings or have sun burn. You can easily buy treatment over the counter, or your local pharmacist can advise what is for the best.