

NEWSLETTER - CHURCH LANE SURGERY, BOROUGH BRIDGE & HELPERBY

Autumn/Winter 2017

Welcome to our Autumn/Winter newsletter. We are aiming to improve communication with the practice population through this letter and hope you enjoy reading it. Please feel free to comment on anything in it and leave it in the comment box in reception.

A reminder - could you please make sure that we have your correct mobile and landline telephone numbers as sometimes WE have to contact YOU!

Patient Participation Group.

We are a group of registered patients who are representative of the general surgery population and we meet regularly with the practice manager and doctors.



As a group, we are involved in 'shaping' the practice questionnaire which is being distributed again in November. We will discuss the results of the questionnaire at length within our meetings, looking at the priorities of us, the patients, and how our needs can be met and how any arising issues may be resolved.

The minutes and information regarding our meetings can be viewed on the Church Lane Surgery website, www.churchlanesurgery.com

October 2017

In the month of October 2017 **86%** of patients kept their appointment.

It's easy to cancel or re-arrange - telephone 01423 322309 or register to use our online service

Online Booking Service

Don't forget, you can order your repeat prescription or book your GP appointment online.



If you would like to do this please collect a form from Reception. Once your form has been processed you will need to collect your password from Reception so that you can book your appointment or request your repeat prescription by computer.

Please allow at least 3 working days for us to process your application.



Taking ANTIBIOTICS when you don't need them puts you and your family at risk

Taking antibiotics encourages harmful bacteria that live inside you to become resistant. That means that antibiotics may not work when you really need them. This puts you and your family at risk of a more severe or longer illness.

Minor Illness Nurse

Did you know we have a nurse who is trained to deal with minor illnesses?

She can treat conditions such as:

Coughs, sore throat, sinusitis, earache, hay-fever
Minor injuries, sprains
Cystitis, urine infections
Eczema, skin rashes, sunburn, insect bites and stings, scabies, allergies, shingles, boils
Diarrhoea, constipation, thread worms, heartburn, indigestion
Conjunctivitis, red eyes
Women's health - emergency contraception, thrush, vaginal discharge, irritation, retained tampon, follow up for oral contraception



The minor illness nurse appointments are **not** suitable for

Pregnant women - Conditions undergoing GP review - Referral conditions
Babies and children under 5 years old - Patients requiring sick notes

Magazines

While we appreciate donations of clean and tidy magazines for the waiting areas, we cannot accept any which are over 3 months old. Please hand them in at Reception rather than just leaving them in the waiting areas.



CONTACT US:

If you have any questions or comments about the practice please contact our Practice Manager, Wendy Dowson on the surgery number (01423 322309) or ask for her at Reception.