

Changes to Online Service Policies

We have recently changed our surgery policy regarding online access. The main changes are as follows:

Parents/Guardians registered with the surgery, can request 'proxy access' to children's online accounts to facilitate the booking of appointments and reordering of repeat medication.

Parental/Guardian proxy access will be revoked when the child reaches 11 years of age. Please note that this will be reviewed by the Practice Partners on a case by case basis if there is a medical need for the access to continue past this date.

11 – 16 year olds will no longer be provided with access to online services.

These changes reflect the national guidelines provided to GP Practices regarding online services. If you would like to read the full policy details, they are available on our website on the 'Online Service' or 'Latest News' pages.

New Surgery Website

In September 2015 we launched the new surgery website which is accessible from the following address www.thespasurgery.co.uk We hope that you will enjoy the 'new look' website which we feel is easier to navigate and is frequently updated with current surgery and general health information. The site also contains links to websites and contact details for other health services. The website is key to providing our patients with relevant information and access to services, we would value your feedback and ideas on how we could improve and make it more useful for you. Please use the feedback form on the home page to send us your comments.

(Please note that www.stlukesdoctors.co.uk is now **obsolete** and can no longer be accessed)

The Spa Surgery

Mowbray Square Medical Centre
Harrogate
HG1 5AR

Tel: 01423 503218 / 503129 / 503035

Fax: 01423 562665

For more information about the practice,
please pick up a copy of our practice
brochure from reception or visit our website

www.thespasurgery.co.uk

Surgery Opening Times

Monday: 8.00am - 6.00pm

Tuesday: 7:30am - 7.00pm

Wednesday: 7.30am - 7.00pm

Thursday: 7.30am - 7.00pm

Friday: 8.00am - 6.00pm

**If you are unable to attend for
your appointment please do let us know so we
can offer it to someone else**

Out of Hours Services

To speak to or see a doctor at night or at
weekends please telephone

NHS 111

The service is open
6:30pm to 8:00am on weekdays
and

24 hour cover on weekends and Bank Holidays



Combined to care...

Spring 2016
Newsletter



Easter Opening Times
are as normal except for:
Good Friday
Friday 25 March CLOSED
and
Easter Monday
Monday 28 March CLOSED

Warm & Well in North Yorkshire

Do you have a cold home?
Do you struggle to pay your household bills? For any concerns about staying warm and well please call 01904 704177 or email info@ruralyorkshire.org.uk for free practical and financial support to help stay warm and well this winter

Congratulations to Our Newly Qualified GPs!

In order to qualify as a GP, doctors must attain full Membership of the Royal College of General Practitioners (MRCGP) - this requires completion of a 5-year degree course in medicine and a 2-year foundation programme of general training. This is then followed by specialist training in general practice which takes a further 3 years.

We are delighted to congratulate Dr Sarah Peachey and Dr Emma Goldstein who have both passed their final MRCGP exams. We have been privileged to have these two doctors on placement at The Spa Surgery over the past 18 months. They have worked very hard with support from the whole team but especially from their trainers Dr Carol Wright and Dr Jane Kirby.

Many of you will have been treated by Dr Peachey and Dr Goldstein. They would particularly like to thank all of you for your help and support especially to those patients who agreed to allow their consultations to be videoed for exam purposes. This is essential to attaining the qualification so they could not have done it without you!

Dr Peachey will be leaving us at the end of March as she goes on maternity leave. Dr Goldstein will continue her placement with us until the middle of July.

We wish them both well in their future careers.

Did You Know...

At our last Patient Group meeting, we were asked to share some statistics so patients could have more understanding of the volume of work carried out at the practice. You may be interested to know:

Our list size is now just over 15,000 patients. We have 12 GPs who work various hours which equal just over 8 whole time equivalent, that's 1830 patients per GP. (This is average for our area –the range is between 1167 and 2237 across England).

In January 2016 our doctors' work included: 6691 appointments (260 appointments were wasted because patients did not attend (equivalent to just over 62 hours)

266 home visits

2006 telephone appointments

4891 repeat prescriptions

Doctors also have teaching and supervision responsibilities for two GP registrars, a Foundation Year 2 doctor and 12 medical students.

Do you wish to give up smoking in 2016?

Only 6% of smokers access a stop smoking service when they try to quit, but when they do, they are four times more likely to succeed than trying to quit on their own. Help is at hand! North Yorkshire County Council has commissioned Smokefreelife North Yorkshire to support you to stick your goal of giving up the habit for good. For more information go to their website:

<http://>

www.smokefreelifenorthyorkshire.co.uk/ or

Telephone: 0800 246 5215 or 01609 663 023

for more information.

Patient Group – Your surgery needs you!

Do you wish to learn more about the surgery and influence how we provide services? We are keen to involve patients to help us to plan our services to improve healthcare and ensure that your views are represented. If you would like to learn more about this opportunity, please contact Leanne Ashton, practice manager who will be pleased to give you more information.

Wise Words

All parents should read the attached heartfelt letter from the dad of one of our patients. He wanted us to share his experience when his baby daughter became very ill so parents can be aware of the symptoms to watch for and how important it is to follow advice from healthcare professionals. **(This is available to read on the surgery website latest news page.)** Having an ill child can be a very scary experience. If you understand more about the illness it can help you to feel more in control... you can download a very helpful booklet from the following website **www.whenshouldiworry.com** which gives information about common infections in normally healthy children. You can also find a link to the booklet on our website on the 'family health' page.