



NHS ENGLAND – Modern General Practice



In May, a team from NHS England spent the day at Priory Medical Centre, hearing about some of the ways we have adopted “Modern General Practice”. They heard from the Digital, Operational and Clinical teams about some of the developments we have made to try and improve access to healthcare for our patients. While general practices across the country continue to experience high pressure for appointments, we are always listening and developing our systems to the benefit of our patients.

Repeat prescription updates:

- Help us to help you by requesting your medication early: it is really important you allow at least 5 working days for your repeat prescription requests to be processed at the practice.
- If you are going on holiday this summer and need to request earlier, please do this in good time. Remember to let us know the dates of your holiday and how long you are away for.
- In response to patient feedback, over the coming months we are looking to move to prescribing 2 months supply of repeat medications where appropriate (not all medication can be prescribed for more than 28 days at a time). This will hopefully help reduce both cost and inconvenience to patients. Our prescription admin team are starting this process but it will take some time to move all appropriate repeats to a 56 day prescription so please bear with us.
- Using the NHSapp is a really quick and easy way of requesting your repeat medication 24/7.



Lunchtime closure from 5th August

From Monday 5th August we will be closing all our site reception desks over lunchtimes for 30 minutes between 12:15-12:45pm. Patients will still be able to call our Patient Central team during this time on 01904 404100. We have made this decision, with the backing of our local commissioners and NHS England, to support our front of house teams.

This 30 minute closure allows for uninterrupted team huddles/meetings and will avoid the need for reception team members to work alone while covering lunch breaks. We have seen a rise in verbally aggressive behaviour towards our reception team in the last few years and their safety is our priority. We believe this short, daily closure will not impact patient care. If you need urgent medical care during 12:15-12:45pm daily, please call us on 01904 404100, use the prioryCARE form or contact NHS111

ROUTINE APPOINTMENTS

We are aware our routine wait time has reached 8 weeks for some of our patients. We apologise for any delay in seeing/speaking with a clinician. We are experiencing high demand and have unfortunately had to cancel some routine clinics due to clinician sickness. If your symptoms change or worsen, we would encourage you to contact us again but please be reassured that if you have submitted a request for routine care, that you will not be missed.

We book appointments in time order and will contact you when you reach the top of the waiting list. If your clinician symptoms have resolved before this time, please do let us know and we can remove you from the waiting list.

We are looking to develop our model of access over the next 6-12 months and are working with our commissioners to develop the case for developing more urgent care capacity in York. This will help to make sure the demand for urgent primary care can be met every day and we will be better able to provide the routine care many of our patients need more quickly.



#teamPMG staff spotlight: Chief Operating Officer



Hello. I am Caroline and I've just finished my first six months working at PMG as the new Chief Operating Officer (COO). This September is my 30th anniversary of working in the NHS and despite all the pressures the NHS faces there is no other place I would want to work; every day my job is interesting and rewarding.

As Chief Operating Officer I oversee all aspects of the day-to-day operational delivery working with my brilliant executive and management teams to support all our teams working across our 8 sites. It is my responsibility to make sure our patients and staff are safe and teams have everything they need to do their jobs effectively – this means our buildings and clinical rooms, equipment, drugs, IT, training and support.

I also need to ensure all our teams are well and healthy at work, and able to help and manage the needs of our patients.

I spend a lot of time visiting our teams working on each site so I can hear from them first-hand how things are for our patients and for them. I make sure the organisation is engaged with our patients and listening to their concerns and feedback about our services. At the moment we are working to understand how we can make accessing our routine appointments easier and reduce the time our patients have to wait, particularly those who are vulnerable and have more complex needs, or who do not use digital equipment.

Every week and month my teams gather the data we need to report to our GP Partners and NHS England (our regulator) to make sure they have assurance around what we are delivering to patients and how well we do this with the funding we receive from our contracts. I also work with other GP practices, Healthwatch York and commissioners to plan and improve services and estates so we can continue to deliver what our patients need.



July is Sarcoma Awareness Month

Sarcomas are a rare form of cancer and there are two main types: soft tissue and bone (also called primary bone cancer).

Each year around:

- 4,300 people are diagnosed with a soft tissue sarcoma in England
- 550 people are diagnosed with primary bone cancer in the UK

The symptoms of soft tissue sarcoma depend on the part of the body that is affected. The main symptom is a lump or swelling.

For more information - head to the [Macmillan Cancer Support website](#)

Community Diagnostic Centre (CDC)

NHS England have now commissioned community diagnostic centres (CDCs) to carry out a range of diagnostic tests. These tests include ECGs, blood-taking, 24 hour blood pressure monitoring and some breathing tests (spirometry and FeNO). As such, these tests will no longer be available within the practice.

Our closest CDC is based at Askham Bar and run by Nimbuscare. We will still provide a limited number of ECG and blood-taking appointments in house. These will be reserved for those unable to travel to Askham Bar or other blood-taking services such as the Community Stadium or York Hospital.

- For all other tests, patients will be asked to attend the CDC at Askham Bar
- We can refer only housebound patients to the district nursing team for blood taking

Please note this is a decision over which we, as a practice, had no control.

SELF-CARE CORNER

Scabies is an itchy rash caused by mites. It's spread through close skin contact, and anyone can get it. It should be treated quickly to stop it spreading. The symptoms of scabies include intense itching (especially at night) and a raised rash/spots. You can get a cream or lotion from your local pharmacy; you apply over your whole body and everyone in your home needs to be treated at the same time, even if they do not have symptoms.





SUMMER HOLIDAY READY

Going away this summer?... Remember to think ahead:

- Sun cream has a use by date and can get less effective the longer it has been open. Check your bottles and replace them if unsure. Ideally use factor 30+ factor and reapply often. Check out the NHS for more tips: <https://www.nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety/>
- We are currently receiving a high number of requests for medication to delay periods for holidays. While we are happy to prescribe this medication for appropriate patients (Provera or Northisterone), you require a routine appointment to discuss how to use the medication and the risks/benefits. Please be aware there is around a 4-8 week wait for a routine appointment so request this in good time. If you wish to access this medication more urgently you can seek this privately at a reasonable cost. There are online pharmacies offering this service eg Superdrug, Asda and many more. Another simple option in some people is to take the combined oral contraceptive pill back to back. If you wish to discuss starting the pill, our nurses and the community pharmacists can both help advise and offer this treatment.
- Hayfever continues to cause troublesome symptoms in to the summer months, stock up on antihistamines, nasal steroid sprays and eye drops from your local pharmacy.
- Insect bites are common, there are remedies you can buy from the pharmacy that you might find useful to have in your medicine cabinet. Repellants can be helpful depending on where you are travelling. If you are concerned about an infected insect bite, pharmacies can now offer antibiotics where appropriate via the Pharmacy First scheme.
- If you are travelling further afield and may need immunisations do considering booking in early to discuss your requirements. You can get country specific advice here <https://travelhealthpro.org.uk/countries> and find more information on our website : <https://www.priorymedical.com/clinics-services/travel-clinic/>
- While the weather this summer hasn't been too hot as yet, it is important to remember that high temperatures can affect your health. During a heat wave, try to stay indoors, drink plenty of fluids and avoid alcohol.

