

STOKESLEY SURGERY NEWSLETTER

June 2024

Welcome to Our Second
Newsletter!

We are aiming to produce regular newsletters to publish on our website and Social Media. The intention is to get more information to patients about what is going on in Practice.

Paper copies will be made available at reception.

Patient Participation Group

Our next Patient Group meeting will take place in July – if you are interested in joining our group please ask at reception or express interest via our website.

New Telephone System

Our new telephone system is now up and running! We would welcome any feedback about the new system and how it is working for our patients.

You will now hear the position number you are in the queue as soon as you have listened to the message and chosen an option. We have a new automated message which you might not recognise.

If you are position 1-19 in the queue your call should be answered within a couple of minutes. If you are at place 20 or over then you will be offered a call back – this will happen when you reach position 1. This will only really apply to calls between 8 and 8.30am when ringing for appointments on the day.

May we remind everyone to only ring after 9am for routine queries, including medication. We only deal with appointments before this time.

We will be monitoring call wait times and numbers of calls over the coming months and share this in a future newsletter.

We hope that everyone is finding the new system to be an improvement.

MEDICAL STUDENTS – THANK YOU TO PATIENTS

Our medical students have now finished their placements for the year here at the surgery. We host 3rd, 4th and 5th year medical students from both Newcastle and Hull York Medical School. We also host Physician Associate students.

We would like to thank all patients that have helped with the training program by seeing these students or allowing them to sit in during appointments. We really appreciate your help with this, as do our students. Thank you for being patient with them and helping us to train future clinicians.

PRACTICE CLOSURE– The practice will be closed for training on Tuesday 18th June from 12 noon – if you do need urgent treatment during this time you can call the practice number to be redirected to a call handling service. We re-open at 8am on Wednesday 19th June.

Parkrun Practice

Stokesley Surgery is a Parkrun Practice. We often support our local Parkrun at Stewart Park. As a practice we are going to be taking part running and walking at the Parkrun in August – **Date TBC**. We would love it if patients could come along and join us at this event and will post more details soon.

The Parkrun is a really great event and is held every Saturday morning at Stewart Park at 9am. You can either take part in Parkrun or Park walk at these events. For more information you can visit their website at <https://parkrun.org.uk/stewart/>

PRACTICE TEAM

This month we welcome our Clinical Pharmacist Frances, back from maternity leave. We now have three pharmacists in practice – Jai, Frances and Nicky. They are now supported by Chelsea who provides pharmacy support.

We also welcome three new admin team members Alice, Karis and our apprentice Libby. Please be patient with the admin team whilst we are training the new staff members as things may take a little longer.

We also have a new care co-ordinator Danielle, who was previously part of our admin team and has joined Sophie to share this role.

REASONABLE ADJUSTMENT RED FLAG

The Reasonable Adjustment Digital Flag is a national record which indicates that reasonable adjustments are required for an individual and optionally includes details of their significant impairments, key adjustments that should be considered, and underlying conditions. The surgery is currently looking at identifying patients that may have disability or impairment that means adjustments may be required so that they can fully access healthcare.

These could be things like:

- making sure there is wheelchair access
- providing easy read appointment letters
- giving someone a priority appointment if they find it difficult waiting in their GP surgery or hospital
- longer appointments if someone needs more time with a doctor or nurse to make sure they understand the information they are given.

You may be contacted by the surgery to discuss adding these adjustments to your record if you need them. Equally if you feel you have a disability or impairment that requires a reasonable adjustment please let us know when you next contact or visit the surgery and our care coordinators can look at this for you.