



## The Lambert Medical Centre

### Winter Newsletter 2015

#### Staffing News

We are pleased to welcome Dr Victoria Blake to the practice.

Dr Richard Hiles has returned to the practice following his time away on sabbatical.

#### CQC

On October 14<sup>th</sup> we were inspected by the Care Quality Commission.

This planned inspection was carried out to assess whether we meet the legal requirements and regulations associated with Health and Social Care Act.

The questions they use to evaluate the services are:

- are they safe
- are they caring
- are they responsive
- are they well led
- are they effective

We have now received the report and we have been rated overall as 'GOOD'.

We were especially pleased to receive an 'OUTSTANDING' score for the Caring section of the assessment.

The full report will soon be available to view on our website.

We continue to strive to provide a patient focussed, caring service and we are pleased that our efforts have been recognised in this report.

#### Hambleton, Richmondshire and Whitby CCG urges residents to prepare for the festive period (this is from a recent press release from the CCG).

NHS Hambleton, Richmondshire and Whitby Clinical Commissioning Group (HRW CCG) are working closely with local resilience groups to ensure patients and public stay warm and well this winter - particularly over the festive period.

Winter is now very much upon us. Conditions can be seriously bad for health and there are a number of factors affecting us including the cold and the flu virus.

The flu virus can lead to serious complications such as bronchitis and pneumonia - that's why the flu jab is free on the NHS if you're aged 65 and over or if you have a long-term health condition. Children aged two, three or four are also eligible for a free vaccination - simply contact your local GP for advice.

Keeping warm is an essential part of staying well over the winter period. Residents are advised to check their heating, windows and appliances to ensure they are functioning correctly. Public Health England have prepared some helpful advice on making homes more energy efficient and this can be found via the website: [www.gov.uk/phe/keep-warm](http://www.gov.uk/phe/keep-warm).

It is not only in the home where keeping warm is vital. "I recently received a letter from a patient raising concern over our often under heated churches." said Dr Charles Parker, local GP and Chair of HRW CCG.

"Many residents continue to attend their local church on a Sunday and many more join in with religious celebrations over the festive period. We should therefore remain vigilant with health and safety in these buildings, with particular consideration for those people with heart or circulatory problems. The CCG is writing to local churches to ensure church officers receive this important winter advice."

The CCG also emphasise the significance of gaining the right health advice and stocking up medicine cabinets.

Janet Probert, Chief Officer at HRW CCG said: "By planning ahead and taking a few simple steps, you can help yourself to stay well over the winter period. We all need to try to take responsibility for looking after ourselves as best we can.

"Local pharmacists are highly trained healthcare experts who can advise on everything from colds to long-term conditions. If you need medical help fast, but it's not life threatening or you're not sure where to go, call NHS 111 - it's available 24 hours a day.

"A&E is meant for real emergencies and saving lives, although it is often a first stop for many people who aren't feeling quite right. We need to remember that A&E, and dialling 999, are emergency services that should only be used in the event of a serious injury, or when someone shows the symptoms of critical illness.

"The right NHS services are everywhere - we just need to stop and think and then choose the right one.

"As the festive period approaches, we also urge residents to check stocks of their medicine to ensure they have everything they need. We have published details of local pharmacy opening and closing times for the Bank Holidays on our website."

Details of pharmacy opening times for Christmas and the New Year can be found on the CCG website: [www.hambletonrichmondshireandwhitbyccg.nhs.uk](http://www.hambletonrichmondshireandwhitbyccg.nhs.uk)  
For more information on staying well this winter, please visit:  
<http://www.nhs.uk/staywell>.

### **Online Access**

Please remember, you can book GP appointments, order repeat prescriptions and view your summary care record online now through our website. This is a convenient and safe way to access these services and we encourage all patients to use this facility. All you need is your unique pin number which can be obtained from the surgery. Please be prepared to bring some form of ID with you when collecting your pin number. [www.lambertmedicalcentre.co.uk](http://www.lambertmedicalcentre.co.uk)

Appointments - we lose a lot of appointments each week through DNA's - (Did Not Attend) Please remember that any appointments not kept has an impact on the appointments we have available to offer. If you can't keep an appointment please either ring the surgery or go online and cancel, this way we will have more appointments for everyone.

### **Improvements in the surgery**

We now have our patient information screen in the waiting room. We hope you are finding this useful and informative.



### **Flu Clinics**

You can still get your flu vaccination at the surgery so if you are eligible please ask a Dr, Nurse or book an appointment at reception.

The flu vaccination is available free on the NHS to:

- anyone aged 65 and over
- pregnant women

- children and adults with an underlying condition or chronic illness e.g. asthma (on inhalers or steroids), COPD, Chronic Heart Disease, Diabetes, Chronic Kidney Disease, Parkinsons.
- children and adults with a weakened immune system
- carers if you are the main carer for and elderly or disabled person or receive a carers allowance
- people living in a long stay residential or nursing home

### **POLITE NOTICE**

We have limited car parking at the surgery for use by staff and patients attending appointments.

Please respect this facility and others needing to use it - if you wish to go shopping or into town after your appointment please move your vehicle to allow other patients to use the car park.

### **Don't forget we have a Patient Participation Group:**

PPGs are groups of active volunteer patients that work in partnership with practice staff and GPs - this unique partnership between patients and their practices is essential to achieving high quality and responsive care.

The group can help the practice by enabling us to be more proactive in providing the services that truly reflect what patients want and need.

We tend to communicate via email and meet up face to face just a couple of times a year so the commitment isn't too onerous. We aim to have an inclusive and representative membership so.....

**Please see our website for details on how to join.**

**[www.lambertmedicalcentre.co.uk](http://www.lambertmedicalcentre.co.uk)**

**[We wish you all a very Happy Christmas and a peaceful New Year.](#)**