**Clifton House Medical Centre**

**Newsletter**

***Summer 2019***

Please note the surgery will be closed on :

9th July and 18th September from 12.30pm due to staff training.

Also full day August Bank Holiday - 26th August 2019.

Please contact 111 on these days for any emergencies.

**Going abroad this Summer?**

Remember to have your travel vaccinations!

If you're planning to travel outside the UK, you may need to be vaccinated against some of the serious diseases found in other parts of the world.

We have Travel Vaccination forms available from the surgery, just ask the front desk and we happily give you one to fill in. Once you have filled your information out we will then book you in to see one of our practice nurses. They may be able to give you the travel jabs you need, either free on the NHS or for a charge. **You should get advice at least eight weeks before you're due to travel, as some jabs need to be given well in advance.**

**Connect Well**

Want to try something new, get active, or speak to someone about benefits, housing or money worries?

Connect Well Hull offers advice and will help you to access support and guidance on a range of issues, including

* Choice
Helping you feel more linked in with your community
* Advice
Helping you on issues such as money, benefits or housing
* Support
Helping you with physical conditions or emotional difficulties
* Active
Helping you get active and feel better

For more information about Connect Well please contact them directly on 01482 217670 or visit their website

We have a stop smoking service that runs on a Thursday afternoon 1.30pm—3.30pm at the surgery.

Just ask at reception and we will get you booked in for an appointment to see our stop smoking advisor.

As from 1st July 2019 the practice can offer a limited amount of pre- bookable nursing, GP and nurse practitioner appointments on a Saturday morning to Clifton House Medical Centre patients.

The appointments will be available at Sydenham House Group Practice, Elliott Chappell Health Centre, Hessle Road, HU3 4BB. The clinician that you see will not be from Clifton House Medical Centre but will have access to your medical records.

Appointments can only be made through Clifton House Medical Centre.

If you would like an appointment on a Saturday morning please speak to one of our receptionists who will advise on appointment availability.

If you haven't already please sign up to our text messaging service which will give you re- minders about your appointments and results.

**You can also cancel your appointments through this service too!**

Please speak to reception and we would be more than happy to sign you up to this service.

Hull Health Forward Confederation reforming as Symphonie PCN

Due to changes in the GP contract 2019/20 our practice grouping will change how it works together. The groups should now typically cover 30,000 to 50,000 patients and be geographically contiguous.

The groups will reform as a Primary Care Network (PCN). Primary Care Networks build on the core of current primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care, providing the basis for future collaboration with other providers (e.g. Community Trusts) where appropriate, and will work together to deliver specific packages of care.

As the grouping Hull Health Forward Confederation (HHFC) cared for over 74,000 patients and in order to meet the new guidelines the members of the HHFC voted and agreed to split into two groupings. The Clifton House Medical Centre will continue to work with the following practices that have previously been part of the Hull Health Forward Confederation.

* The Avenues Medical Centre
* Wolseley Medical Centre
* Newland Health Centre
* Wilberforce Surgery
* Sydenham House Medical Centre
* The Oaks Medical Centre
* Hastings Medical Centre

These practices continue to be like minded, who will work together to ensure they provide good care for both patient and staff whilst continuing to maintain their independence and individuality. Practice Managers will continue to support each other and share knowledge and skills.

As from 1.7.2019 the new Network will reform and become “Symphonie”. The name was chosen from a draw in which all members of staff from each surgery participated. Symphonie will work together as a team to provide services to patients across the network. This team-based care approach aims to ensure patients are better cared for in the community.

For the foreseeable future there will be no changes to staff and their current roles. Staff are an invaluable and important part of this process and will be kept informed and involved at all times. Practices will continue to operate as they do currently and patients may see some changes. Patients will be kept informed of any changes at all times via patient participation groups, notice boards, the Practice website, Facebook

We all have bad days, and when we feel ill we may feel 'down' and a little more irritable than normal. All our staff are here to help you. Reception staff are following procedures that help the practice to function efficiently. Staff have the right to work in a safe and secure environment.

**The practice will not tolerate:**

* Verbal abuse to staff which prevents them from doing their job or makes them feel unsafe.
* Threats of violence or actual violence to a GP or a member of his or her staff.

The GPs have the right to remove from their list with immediate effect any patient who behaves in the above manner.

**Having difficulty getting an appointment?? Do you cancel your appointment if not needed??**

In June patients attended **3559** Appointments.

Patients did not attend and did not cancel **205** appointments.

Forgetting to cancel an appointment if you no longer need it prevents another patient from being seen.

If we have your mobile number, text message reminders are sent with the option to cancel.

PLEASE REMEMBER TO CANCEL YOUR APPOINTMENT IF NOT NEEDED.

205 PATIENTS WOULD AGREE!