

PRACTICE UPDATE

AUTUMN 2011 ISSUE 51



FERRYBRIDGE
MEDICAL CENTRE

Over 75 years of care

After 33 years Dr C Pinder is passing over the senior partner reins to Dr A D Mone. From October 2011 she will be reducing her hours to half time. In future she will be available for appointments on Wednesdays, Thursdays and Friday mornings.

We would like to welcome back Dr Chris Barraclough who joined us in August.

We would like to welcome a new GP registrar Dr Jane Hawkins.

FLU VACCINE SEASON IS HERE

Are you in the at risk group?

Remember to book your appointment. Clinics will commence early October. If you are unsure if you are able to have a vaccine, enquire at reception.

Get vaccinated before the flu catches you!!

AT RISK GROUPS

Respiratory condition, ie, COPD/Asthma on long term inhaled steroid (brown inhaler)

Diabetes, type 1 and 2

Chronic heart disease

Chronic liver disease

Chronic kidney disease

Chronic neurological disease

Immunosuppression due to disease/treatment (including chemotherapy)

Pregnant women

All patients over the age of 65 years

DATES FOR FLU VACCINATIONS

Ferrybridge Saturday 8th October 8.30 am ~11.30 am
Wednesday 12th October 4.30 pm ~ 6.30 pm

Byram Wednesday 12th October 10 am ~12.00 pm

Castleford Wednesday 5th October 3 pm ~ 5 pm



Beauforth House Clinic
Station Lane
Ferrybridge
WF11 8NJ

The Medical Centre
8-10 High Street
Ferrybridge
WF11 8NQ

Byram Surgery
St Edward's Close
Byram
WF11 9NT

The Health Centre
Welbeck Street
Castleford
WF10 1DP

*Correspondence address
all sites*
Ferrybridge Medical Centre
The Medical Centre
8-10 High Street
Ferrybridge
WF11 8NQ

Tel: 01977 631623
Fax: 01977 635032

Dr C.A. Pinder
Dr A.D. Mone
Dr P. Earnshaw
Dr P. Wynn
Dr C Phipps-Jones



Awarded for excellence

Our Telephone Number has Changed to

01977 631623

We have been listening to your comments and concerns about contacting the surgery and we now have a solution that provides a local telephone number.

Until we are sure the old phone number is not being utilised, if you ring the old number there will be a message advising you of the new number and an option to redial or connect to the surgery.

The new system offers similar facilities for the management of calls, so you will still be offered the same options to allow you to get through to the person best able to deal with your call.

These options are:

- 1 for appointments and home visits
- 2 for repeat prescriptions - please ring between 10.00 and 5.30, outside these times you can leave a message
- 3 Hospital referrals and Insurance form queries – please ring between 9.30 and 4.30 if we are unable to take your call please leave a message and you will receive a call back.
- 4 Hold for an operator.

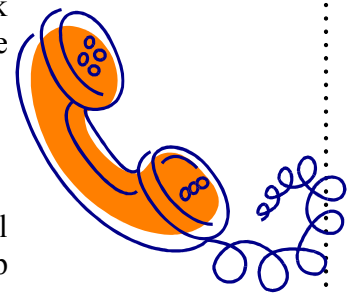
If you contact the practice outside our working hours there is an option for you to connect to the Out of Hours service without redialling. You can also cancel an appointment or order a repeat prescription via a messaging service

There is a queue facility and you will only be charged when you get through to the surgery. This charge will be the cost of a local call or it may be included in your telephone provider's bundle of calls. To reduce your waiting time we have increased the number of lines but there may be occasions, particularly when we are encountering high demand you will hear an engaged tone.

We can also offer on line services to order repeat prescriptions or to book routine appointments. If you wish to take advantage of this service please contact the surgery to register for this service.

Please note calls are recorded for training and monitoring purposes.

As with any new system it will take time to adjust, we would be grateful for your patience and any feedback you wish to provide. A comments slip is printed opposite or are available in surgery.



DID NOT ATTEND

During the month of August 242 patients did not attend for their appointment with the doctor or nurse.

If you cannot attend **PLEASE** let us know so that we can offer your appointment to someone else because we do get patients complaining at times that we do not have enough appointments.

CHANGE OF NAME OR TELEPHONE NUMBER

Can we please remind you that if you move address or change your telephone number, could you please inform the surgery so we can update our records accordingly.

COUGHS, COLDS AND FLU

Colds and flu are caused by viruses. Antibiotics do not work on viruses so will not cure colds and flu.

SYMPTOM	REMEDY
High temperature, headache, aches and pains	The three most common remedies for pain, fever and headaches are paracetamol, aspirin* or ibuprofen**. Aspirin* and ibuprofen** also have anti-inflammatory properties (good for sprains, aches and pains).
Cough	There are many cough medicines available. Ensure you get the right one for your type of cough (dry or chesty).
Sore throat	Sore throat relief come in the form of lozenges, pastilles and sprays as well as traditional pain relief remedies such as Paracetamol and aspirin*.
Runny nose	The most common remedies for runny nose can be taken orally as a tablet or liquid.
Blocked nose	There are several decongestants available which are generally taken orally as a tablet or by spraying or inhaling the remedy into the nose.
* Children under 16 years old and people with asthma should not take aspirin ** If you are asthmatic speak to a GP before taking ibuprofen	

PLEASE HELP US TO PREVENT WASTE BY ONLY ORDERING THE ITEMS YOU NEED WHEN REQUESTING YOUR REPEAT PRSCRIPTION.

PLEASE DO NOT STOCKPILE DRUGS



TARGET AFTERNOON

Please note the surgery will close at 12 noon on Wednesday 12th October due to staff training and will reopen at 4.30 pm.



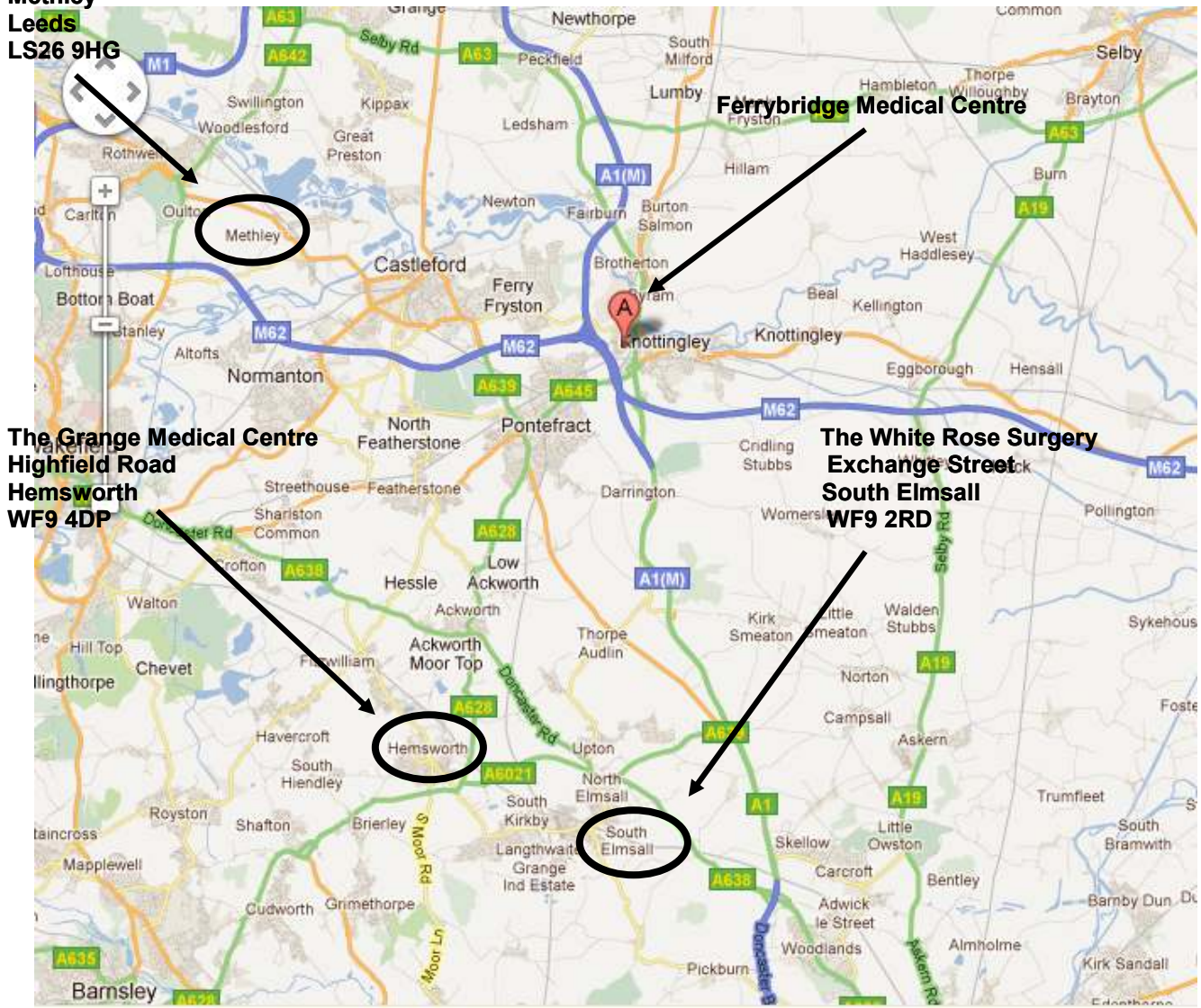
Feedback / Suggestions

If you have any feedback or suggestions about the practice please give details below and place in one of the feedback boxes in the main entrances

Name and Address (optional)

PLEASE FIND ENCLOSED A MAP OF WHERE CERTAIN SPECIALITIES ARE TREATED IF YOUR GP REFERS YOU VIA CHOOSE & BOOK.

Spire Methley Park Hospital
Methley Lane
Methley
Leeds
LS26 9HG



SOME OF THE SPECIALITIES TREATED HERE INCLUDE:

EAR, NOSE AND THROAT
VASCULAR SURGERY (VARICOSE VEINS)
COLORECTAL SURGERY
GYNAECOLOGY
DERMATOLOGY
GENERAL SURGERY (HERNIAS)