

**BIRLEY HEALTH CENTRE
NEWSLETTER**

May 2018

EAR SYRINGING

If you are experiencing a problem with a blocked ear we ask that you please make a routine appointment with one of our Nurse Practitioners so they can examine your ear and assess if any further treatment is needed. If syringing is required a few drops of olive oil, 2-3 times a day for 10 days before your appointment is recommended. In some cases after using olive oil drops the problem may be resolved and no further treatment is necessary.

ON-LINE SERVICES

Appointments can be booked on-line via our website www.birleyhealthcentre.co.uk. If you haven't used the service before all you need to do is bring ID to the practice and you will be issued with a user name and password. You can also request access to your medical records in the same way, please ask one of our receptionists or see the practice website for details.

RESULTS

We kindly ask that you telephone for results between 14.00 and 17.00. The doctors review results as they arrive each day. Most results can be discussed on a routine telephone call within 4 weeks. If they are more urgent you will be contacted to either attend the practice or book a phone call with a doctor.

CARE NAVIGATION

We have been implementing this system over the last few months. All receptionists have completed training and are now able to offer more choice for the services available in Sheffield. Initial response from patients has been positive.

Doctors have requested that Care Navigators ask patients a few simple questions when appointments are being requested. This allows

the Care Navigators to signpost to the relevant service, giving you, the patient, more choice.

You may be offered an alternative clinician within the practice, a Doctor, Nurse or Phlebotomy appointment at one of the Sheffield Hubs or information about other local health care options such as the Minor Aliments Scheme which is accessed at a pharmacy.

The closest Sheffield Hubs to the practice are Woodhouse Medical Centre, Crookes Practice and Sloan Medical Centre. Various appointments are available from 18.00 and 21.30 in the week and daytime appointments at the weekend.

The Hubs also offer Physio First Assessment Service for patients who describe musculoskeletal symptoms such as back, joint or muscle pain and do not feel their problem is urgent. We can usually arrange an assessment appointment within a few days. The physiotherapist and patient can decide together what care is required.

There is also local specialist eye care available through the PEARS scheme, usually an appointment can be offered on the same day.

We would welcome feedback about your experience of care navigation please contact us by the usual routes. Thank you.

DNA MAN SWOOPS INTO THE PRACTICE



Missed appointments known as Did Not Attends (DNAs) pushes up waiting times for patients and is a costly waste of clinical time.

DNA Man's mission is to highlight the issue in a light hearted way and is a city wide project. Like any good super hero he has one clear message 'Can't make it? Cancel it!'

In March we could have offered an extra 70 Doctor and 35 Nurse Practitioner appointments if everyone that didn't need their appointment had let us know.

Please help us to use all of our appointments by remembering to ring the practice and cancel if it's no longer needed.

CONGRATULATIONS

Sarah Newton our very own Nurse Practitioner who has won the prestigious award Yorkshire and the Humber Nurse Mentor of the Year 2018.

The award was presented for giving inspirational support to student nurses on placement in primary care. It acknowledges the hard work and commitment for teaching student nurses in the practice.

Congratulations to Sarah and the entire nursing team who work closely together, caring for patients.

GOODBYE DOCTOR SARAH ALLEN

Dr Sarah Allen retired at the end of April. She has been at the practice for over 18 years and will be missed by patients and staff alike. We wish Dr Allen a happy retirement.

WELCOME DOCTOR BEN ALLEN

We would like to welcome Dr Ben Allen to the practice (no relation to Dr Sarah Allen).

Dr Ben Allen is a local doctor who has been providing locum support to the practice for some time. We are very pleased he has decided to join our team on a permanent basis.

OTHER CHANGES

Dr Anna Willis joined the practice a few weeks ago and will be with us until the end of July.

We have also made changes within the reception team so you may see a few new faces.

DR MICHAEL BOYLE

Dr Boyle continues to be away from the practice for the foreseeable future.

He would like to pass on his thanks for all the kind words, cards and condolences he has received.

We ask politely that you continue to respect his privacy at this difficult time.

If you would like to contribute to the newsletter, have comments or feedback about the services the practice offers please get in touch.

Either completes a friends and family questionnaire (available in the waiting room).

Email the practice sheccg.BirleyHC@nhs.net

Or speak to a member of staff either in person or by telephone.