



September 2019 Newsletter

Online Booking Changes

From July 2019 we have offered additional online appointments to our patients:

GPs

The first 3 appointments per doctor will be bookable via phone/online/reception as soon as the rota is placed on our clinical system (4-5 weeks in advance).

2 appointments per doctor will be bookable online from 18:00 the night before as per new NHS guidelines. These appointments will revert back to normal same day appointments if not filled by 08:00 the next day.

First Contact Nurses (Minor Illness Clinics)

We have increased the number of first contact nurse appointments bookable online from 6 to 10 each day, and are available to book online from 18:00 the night before. Please see the separate information poster regarding what conditions our First Contact Nurses can help you with in our minor illness clinics.

Health Care Assistants

HCA blood test and blood pressure appointments available to book online have been increased from 6 to 10 each day. These appointments are available to book as soon as the rota is placed on our clinical system, so can be up to 5-6 weeks in advance.

Nurse Appointments

We have decided NOT to place nurse appointments online for the foreseeable future. This is due to our nurses specialising in different chronic diseases that require different appointment durations. It is felt that because of this, these appointments are to remain bookable on the phone or at reception so we can offer the best appointment for the patient's needs.

For more information about being set up for online access/booking please ask at reception

Do you need to see a GP? Our First Contact Nurses and Physician Associates (PA) can see the following complaints:

- Coughs and colds
- Fevers
- Chest infections
- Flu, or flu like symptoms
- Ear infections
- Urinary Tract Infections (UTI)
- Thrush
- Skin/wound infections
- Moles
- Skin lumps
- Rashes
- Breast lump
- Joint pains
- Abdominal pain
- Indigestion/reflux
- Constipation/diarrhoea/vomiting
- Piles
- Eye infections
- Allergies/hayfever
- Blood pressure
- Sexual health/infections
- Emergency contraception

Our first contact nurses and PA's have a large number of appointments available to book online from 18:00 the night before.

New Registrars/F2 doctors

WHC has a long history of being a training practice, and this month we have 5 new GP registrars / F2 Doctors starting with us. They will be working and training here for the following 6-12months (depending on placement).

Patient Forum

We have an online forum that we encourage patients to be a part of. Please ask at reception for more details.

Our next Patient Forum meeting is on Monday 11th November at 18:00 and will be held at the practice.

Woodhouse Health Centre Flu Clinics 2019

We will be doing 2 main flu clinics this year on the following dates:

- **Saturday 5th October (OVER 65s ONLY)**
- **Saturday 23rd November (UNDER 65s ONLY)**

People eligible to receive a free NHS flu jab include:

- 65 years old and over
- Suffer from certain long term conditions
- Pregnant
- Being seriously overweight (BMI of 40 or above)
- Receive a carer's allowance, or you are the main carer for an elderly or disabled person

To book an appointment, or any queries please contact reception on 0114 229 3090

Social Media Policy

There are many social media platforms that are widely used by both staff and patients; these include Facebook, Twitter, Instagram, YouTube and LinkedIn. At Woodhouse Health Centre we have a practice web page and NHS Choices main page which provide a range of useful information for our patient population. Woodhouse Health Centre has a duty to maintain patient confidentiality and to safeguard vulnerable patients. You can help us achieve this by adhering to the code of conduct outlined in this policy.

Patients at Woodhouse Health Centre are expected to adhere to the following code of conduct at all times:

- The practice requires all users of portable devices to use them in a courteous and considerate manner, respecting their fellow patients.
- Portable devices are not to be used during consultations.
- Patients must not post any material that is inaccurate, fraudulent, harassing, embarrassing, obscene, defamatory or unlawful. Any such posts on the practice web page, or NHS choices will be deleted by the practice manager and the post reported.
- Patients must not post comments on social media that identify staff who work at the practice.
- Patients are not permitted to take photographs in the waiting room or areas where other patients are present, nor are photographs of staff permitted.
- Patients are not permitted to disclose any patient-identifiable information about other patients, unless they have the express consent of that patient.
- Patients are to use NHS Choices should they wish to leave a review about Woodhouse Health Centre. This will enable the practice manager to respond appropriately.

Defamatory comments about our team are not to be shared on any social media platform. Legal advice will be sought and the appropriate action taken against any patient who posts defamatory comments.

Patient complaints on social media

We have a separate complaints policy which patients are to use should they wish to make a complaint. We will only respond to complaints made to the practice in accordance with the practice policy. If a complaint is made on the practice main web page, it will be deleted.

Why your doctor may not prescribe your usual medicines

Sheffield CCG has produced a new patient leaflet that provides information as to why some of your medication may be stopped being prescribed by your doctor.

These medications are usually items that can be bought over the counter at any pharmacy and include: vitamins, hayfever medication, paracetamol (which is taken irregularly), pain relief gels, and indigestion remedies.

To view the leaflet in full please go to our website (<https://www.woodhousehealthcentre.co.uk>) and click the "Why Your GP may not prescribe your usual medication" link on our Self Help Centre section of our main page.



Out of Hours Hubs - Primary Care Sheffield

Primary Care Sheffield provide a range of NHS urgent and routine healthcare services on weekday evenings and at weekends through six 'satellite hubs' across Sheffield. All sites are existing GP surgeries and are staffed by Sheffield GPs and other practice staff.

The services available include: urgent appointments with a GP, and practice nurse appointments for the following routine services:

- blood pressure checks, removal of stitches, dressing changes (patients must bring their new dressings with them to the appointment), asthma reviews/checks, diabetes checks/reviews, ear syringing, smears, blood tests.

To pre-book a hub appointment please contact Woodhouse main reception. Please note as these appointments are a limited resource and shared with other practices in the city a GP triages all appointments before they can be fully booked.