

THE ESCRICK SURGERY

2014 SUMMER NEWSLETTER

Unattended Appointments

We have had an increase in the number of appointments not attended by patients without informing us. If you cannot attend an appointment for any reason please inform us as soon as possible in order for us to give your appointment to someone else.

Lunch Time Opening

From 10th September the surgery will be open from 8.00am till 6.00pm and not closed over the lunch time period.

Suggestion Box

Music

We appreciate that not everyone likes the music in the waiting room however, there were a lot more comments about the waiting room being silent before we put the radio in. We have therefore changed the channel to Radio 2.

Hard of Hearing

If you are hard of hearing and cannot hear the tannoy please advise the receptionist and they will put a note on your records to notify the GP to collect you from the waiting room.

Nurse Appointments

We are not able to offer nurse appointments online as there are too many different appointment lengths which patients are not necessarily aware of.

Windows

If you need a window opening in the waiting room please ask at reception.

Emergency Appointments

It is difficult to advise the waiting time for patients attending an emergency appointment as each patient's case is different. Please ask at reception as a guide.

Thank you for all your suggestions which are regularly reviewed. If anyone wishes to discuss any issues then please add your name and number onto your comment/suggestions and the Practice Manager will get in touch with you

24 hour Blood Pressure Monitor

There is currently a waiting list for the 24 hour Blood Pressure Monitor. Therefore if you have an appointment booked to have the monitor fitted and you are unable to attend please could you give us as much notice as possible. This enables us to have more time to offer the appointment to someone else.

Waiting Room

We have recently redecorated the waiting room. The shelving has been taken down and the room de-cluttered. We are having some landscaping work done in the patio area.

New Salaried GP's

Dr Neil Metcalfe

I qualified from the University of Birmingham in 2004. Following working in Worcester I completed my GP training in York. I obtained my MRCGP with distinction in 2008. I have since combined full time General practice in North Yorkshire with additional roles including research and teaching at local medical schools. I have specialist interests in musculoskeletal medicine and medical education. I am a keen sportsman, married with two young children.

Dr Katherine Keen

Hello I'm Dr Keen. I've just moved into the York area with my husband and young son. I'm enjoying exploring historic York and beautiful Yorkshire and am already a regular at the 'National Railway Museum' as my son is crazy about trains. And yes we have already been on the 'North York Moors train'!

Smoking Cessation

Please see overleaf

From 1st November 2014 Smoking Cessation help and advice will be available through the following:

**North Yorkshire NHS Stop Smoking Service
21-33 Monkgate
York
YO31 7WA**

Smokefree National Helpline – 0800 022 4 332

**Lloyds Pharmacy
210 Fulford Road
York
YO10 4DX
01904 622652**

**Boots Selby
10-11 Market Place
Selby
01757 703717**

The surgery will no longer be offering this service