



SCARBOROUGH MEDICAL GROUP

Danes Dyke

www.scarboroughmedicalgroup.co.uk

South Cliff

SMG@GP-B82054.NHS.UK

SMG Patient Update Volume 5 September 2012

We hope you find this newsletter both informative and helpful

SMG Patient Survey/Questionnaires 2011/12

Following our annual patient survey there were a number of areas which needed addressing within the surgery. Our aim is, over the next year, to look at these areas and where possible take action on them. Here is how we are doing so far..

1. **Music in reception**—the general consensus when we asked was a preference for radio 2. We now play radio 2 in all of our waiting areas. We appreciate this won't be to everyone's taste but hope that you appreciate we need to satisfy the majority.
2. **Magazines and newspapers**—are now available at both Danes Dyke & South Cliff surgeries daily deliveries are now made to both branches (we will happily accept good quality magazines to replenish our stock—they must be in good clean condition)
3. **Clock in the Danes Dyke waiting room**—a clock has been placed in the waiting room at
4. **Patient Call Board**—we have increased the time your name and room number will be displayed on the board from 3 seconds to 6 seconds, this seems to have been better so far.
5. **Newsletters**—copies are placed in waiting rooms, notice boards and also on-line. By doing this we hope as many of our patients are able to access it. You can sign up to our newsletter which comes out roughly once a quarter. To do this please go to: www.scarboroughmedicalgroup.co.uk and choose the "sign up to our practice newsletter" option at the bottom of the home page.
6. **Online Services**— we have a wealth of services available both on our website which it would appear a number of our patients are unaware of. We will be looking into promoting the services available to you online in the near future.
7. **Text Reminder Service**—we will automatically remind you of your appointment the day before. Please ensure we have your correct mobile phone number.

YOUR OPINIONS REALLY MATTER TO US—PLEASE TELL US IF THERE IS SOMETHING YOU THINK WE COULD DO BETTER OR EQUALLY IF THERE IS SOMETHING WE DO WELL THAT YOU LIKE/ APPRECIATE.

DON'T FORGET OUR WEBSITE! (www.scarboroughmedicalgroup.co.uk) - we have a practice website with a wealth of information and access to services for our patients including:

- Repeat prescription requesting (*this requires a password, please ask at reception*)
- Remote appointment booking (*this requires a password, please ask at reception*)
- The latest practice news
- Information about what services we provide
- Information on who works for the group and what they do
- Opening times—including information about what you should do when we are closed
- How to book a home visit and when this is appropriate
- Information about immunisations for children and adults
- How new patients should register with the surgery

.....along with other information about job vacancies when we have any, details about our patient charter, how to obtain sickness certificates, data protection and relevant charity websites.

WE AIM TO MAKE THIS OF AS MUCH USE TO OUR PATIENTS AS POSSIBLE AND ARE CONSTANTLY LOOKING FOR WAYS TO IMPROVE THIS FACILITY. IF YOU HAVE ANY COMMENTS OR SUGGESTIONS FOR THE CONTENT OF THE WEBSITE PLEASE GET IN TOUCH.



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Flu Clinics 2012!!

Yes we are getting to that time of year when we start thinking about the flu season and giving our patients their dose of annual protection against the flu virus.

We have promoted our planned clinic dates in all branches since the beginning of July so you may already be aware of these and have put the date you plan to attend in your diary. These dates have also been available through our website: www.scarboroughmedicalgroup.co.uk since August.

We will be contacting those patients who are **under 65** and fall into an 'at risk' category (as set by the Department of Health) by letter during September to notify them of their entitlement to the vaccine and of the walk in clinic dates we will be offering this year.

Patients **65 years and over** (before 31st March 2013) are **AUTOMATICALLY** entitled to the flu vaccine but will not be contacted by letter. Please attend the most convenient drop-in clinic for you.

We have been advertising the Saturday Flu Clinics in the practice for a while now and the dates and times are as follow:

DANES DYKE—Saturday 13th October 9.30am—1pm

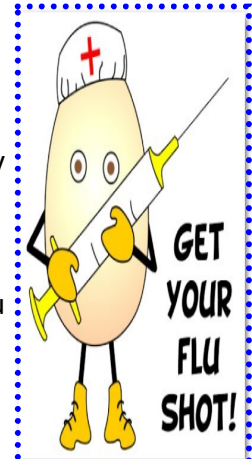
SOUTH CLIFF—Saturday 20th October 9.30am—1pm

DANES DYKE—Saturday 27th October 9.30am—1pm

These are 'drop-in' clinics—no appointments necessary.

As both surgeries are located in residential areas we ask that you please respect our neighbours and if you plan to drive to the surgery, that you give some thought to where you might park as the immediate vicinity of the surgeries becomes quickly congested during these sessions.

For those of our patients who are unable to mobilise well enough to attend one of the drop in clinics we will put on some clinics in normal surgery hours for which you will need to book an appointment. If you consider yourself or a relative to fit into this group please contact the surgery after Tuesday the 30th October.



Danes Dyke is having a face lift!

We have arranged to have our Danes Dyke branch partially decorated. This will take place throughout September and we hope won't cause too much disruption to the running of the surgery.

On the list to be decorated this time are the main corridor including carpets and our staff room. We hope this will give a fresher more modern feel to the surgery for your comfort and ours.

We will endeavour to keep the disturbance to a minimum but please bear with us as we make these changes and if there are any issues please firstly bring these to the attention of the reception staff. Thank you.

