

## Thursday Afternoon Opening

There is currently a debate going on between many GP practices and NHS England with regards to surgeries opening on Thursday afternoons. Historically, most GPs, in Sheffield do not open on Thursday afternoons and, despite an ongoing push from NHS England, There is a resistance to doing so. Practice have organised their opening hours around their own patient demands. ChapelGreen Practice has opened on Thursday afternoon for several years, offering choice and availability of services at both Burncross and High green Practices, and will continue to do so.

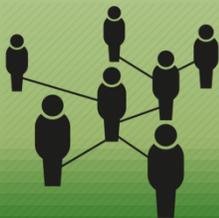


# PATIENT NEWSLETTER

## Network North Neighbourhood

The Practice is currently working as part of the Network North Neighbourhood, which is made up of ChapelGreen Practice, Ecclesfield Group Practice, Mill Road Surgery, Grenoside Surgery and Foxhill Medical Centre.

We work together on projects to provide assistance and services across all 5 Practices. This also includes holding steering group meeting with the voluntary sector, district nursing teams etc. to best support patients within the community.



## NHS Choices

We are always please to receive your positive feedback. If you are please with the service we provide, it is useful to find out what you think we do well. Please help us by posting your comments on the public NHS website.

Go to [www.nhs.net](http://www.nhs.net) and search for us in the 'Fins Local Services' search box and leave a review.

Don't worry if you don't want to leave your name, all posts can be sent anonymously.



## Recent Staff Changes

We are delighted to announce we have recently welcomed four new registrar's to our team . Dr O Grossmann , Dr T Begum, Dr S Pickering and Dr R Schatzberger. It is a pleasure to have them join our practice and will be a pleasure to work with them all.

## Stop Smoking Services



NHS Yorkshire Smokefree is starting up a new service in Sheffield for patients who are looking for help to stop smoking. This service is free to patients and a referral form is available from Reception. Please ask a member of our Reception team for further information. They also have a website which can be found at <http://sheffield.yorkshiresmokefree.nhs.uk/>

## Patient information regarding repeat medication



Chapelgreen Practice is looking at ways of both saving the NHS money on wasted medication, as well as making sure that YOU our patient remain safe

when being prescribed medication.

With this in mind the timescale of ordering your repeat medication has been changed from a week before to 2 days before. We are aware that many of our patients may require adjustment to the number of amounts of medication issued and we will review this for each patient.

We would ask you to be polite with our reception team when ordering your repeat medication.



## Coming Soon -Patient Navigation

The Practice is currently training our Reception Staff to participate in the new Care Navigation scheme. This means that whatever you may need help with, they are able to point you towards the best and quickest service for your specific health needs. The receptionist might therefore be able to suggest how to access these services directly, without the need to see the GP first.

These might include:

- Opticians
- Pharmacists
- Nurse
- Family services
- Support groups



The Practice will begin to roll this process out shortly, so please don't be offended if a Receptionist asks what your main concern is when you ask for an appointment. Thankyou to everyone in advance for their cooperation in this.

## Online Services – Booking Appointments

The Practice has recently expanded online booking for patients to all our pre-bookable appointments that are available up to 3 weeks in advance. This means you are able to see and book the same available advance appointment that our receptionists are. Though your online account you are also able to view and cancel any upcoming appointments without the need to ring the surgery.

# Flu Myths

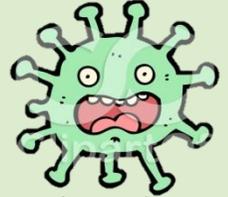
There are many Myths surrounding flu and the flu vaccine. Here are some common questions included in the Sheffield CCGs 'Staying Well' guide and the truth behind them.

- **“Having flu is just like having a heavy cold”** – A bad bout of flu is much worse than a heavy cold.
- **“Having the flu vaccine gives you flu”** – No, it doesn't. The injected flu vaccine that is given to adults contained inactivated flu viruses, so it can't give you flu. The Children's vaccine contains live but weakened flu viruses that will not give your child flu.
- **“Once you have the flu vaccine, you're protected for life”** - No you are not. The viruses that cause flu can change every year, so you need a vaccination each year that matches the new virus.
- **“I'm pregnant, so I shouldn't have the flu jab because it will affect my baby”** - You should have the vaccine whatever stage of pregnancy you are in. If you're pregnant, you could get very ill if you get the flu, which could also be bad for your baby.
- **“I've had the flu already this autumn, so I don't need the vaccination this year”** - You do need it if you are in one of the at-risk groups. As flu is caused by several viruses, you will only be protected by the immunity you developed naturally against one of them.

Further information on the flu and the vaccine can be found by visiting [www.nhs.uk/Conditions/vaccinations/Pages/flu-influenza-vaccine](http://www.nhs.uk/Conditions/vaccinations/Pages/flu-influenza-vaccine).

# Flu Season 2017/18 – Are You Prepared ?

Flu season is fast approaching. In order to protect at – risk patients, it is recommended that all eligible patients get vaccinated against flu this winter. This not only protects you from the flu virus but also reduces the risk for those around you as well.

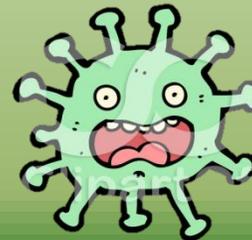


You are eligible to receive flu jab if you :

- Are 65 years of age or over
- Are pregnant
- Have certain medical conditions affecting your lungs, heart, kidneys, spleen, immune system, brain or nerve system
- Are living in a long-stay residential care home or other long-stay care facility
- Receive a carer's allowance, or you are the main carer for an elderly or disabled person who welfare may be at risk if you fall ill

If you are unsure if you are eligible for the vaccine, please ask your GP or Nurse who will be happy to help you .

Children's flu vaccines are being given in surgery to those who are born between the 1<sup>st</sup> September 2013 and the 31<sup>st</sup> August 2015 or those aged between 2 and 17 with long term health conditions. These vaccines are given by our Practice Nurses in special clinics.



**Ask a member of Reception to book an appointment at one of our upcoming clinics now !**

## Why Gp's sometimes charge fees

### **Do GP's have to do non-NHS work for their patients ?**

With certain limited exceptions, for example a GP confirming that one of their patients is not fit for jury service, GP's do not have to carry out non-NHS work on behalf of their patient. Whilst GP's will always attempt to assist their patients with the completion of forms, for example for insurance purposes, they are not required to do such non – NHS work.

### **Why does it sometimes take my GP a long time to complete my form ?**

Time spent completing forms and preparing reports takes the GP away from the medical care of his or her patients.

Most GP's have a very heavy workload and paperwork takes up an increasing amount of their time, so many GP's find they have to take some paperwork home at night and weekend's.

### **I only need a doctor's signature – what is the problem?**

When a doctor signs a certificate or completes a report, it is a condition of remaining on the medical register that they only sign what they know to be true .

In order to complete even the simplest of forms , therefore, the doctor might have to check the patients' entire medical record. Carelessness or an inaccurate report can have serious consequences for the doctor with the General Medical Council (the doctors regulatory body) or even the police.

### **What will I be charged?**

If you contact the practice on 011402329030 you will be advised of the appropriate charge, or visit our website [www.chapelgreenpractice.co.uk](http://www.chapelgreenpractice.co.uk). Sometimes we will ask you to bring in the form to enable us to assess the work involved, please be assured that we do follow the British Medical Association guidelines on charges and for more information you can visit their website: <https://www.bma.org.uk/advice/employment/fees/why-gps-charges-fees>

## Why Gp's sometimes charge fees

### **Surely the doctor is being paid anyways?**

It is important to understand that many GPs are not employed by the NHS. They are self-employed and they have to cover their costs- staff, building, heating, lighting, etc. – in the same way as any small business. The NHS covers these costs for NHS work, but for non-NHS work, the fees charged by GP's contribute towards their costs for

### **What is covered by the NHS and what is not?**

The government's contract with GPs covers medical services to NHS patients, including the provision of ongoing medical treatment .

In recent years, however, more and more organisations have been involving doctors in a whole range of non- medical work.

Sometimes the only reason that GP's are asked is because they are in a position of trust in the community, or because an insurance company or employer wants to ensure that information provided to them is true and accurate.

### **Examples of non – NHS services for which GP's can charge their own NHS patients:**

- Accident or sickness certificates for insurance purposes
- School fee and holiday insurance certificates
- Reports for health clubs to certify that patients are fit to exercise

### **Examples of Non- NHS services for which GP's can charge other institutions:**

- Life assurance and income protection reports for insurance companies
- Reports for the Department for Work and Pensions (DWP) in connection with disability living allowance and attendance allowance
- Medical reports for local authorities in connection with adoption and fostering