

# Summer

# Newsletter 2018

## Over the counter medication

In the year prior to June 2017 the NHS spent approximately £569 million on prescriptions for medicines which can be purchased over the counter from a pharmacy, supermarket or other outlets.

With this in mind the CCG are actively encouraging patients to purchase certain items over the counter.

- Hay fever medication
- Paracetamol
- Toothpastes and Mouth washes
- Moisturizing cream and Bath Emollient
- Head lice treatment
- Simple cough medicines
- Vitamin supplements
- Threadworm treatments



**These prescriptions include items for a condition:**

- That is considered to not need treatment as it will heal of its own accord
- Which is manageable by self-care but help with symptom relief by purchasing over the counter medicine may be decided upon.

Please help us save NHS resources which could be invested in improving local healthcare services.

## Sign Live at the Surgery

We are now able to offer a signing service for our patients who are Deaf or hard of hearing and use sign language to communicate.

SignLive provides online video interpreting to help deaf and hearing people communicate.

An App is used on a computer, iPad or mobile phone, you can see the online interpreter who communicates between the deaf and hearing person. They also have a video relay service where a deaf person can use sign language to the interpreter and then the interpreter can phone the organisation to relay the message. You don't need to book a time, their interpreters work every day. This means there is no barrier between the clinician and patients facilitating a smooth and satisfactory consultation.

## Download Our New Messenger App

Mjog Messenger has a free app available to download from Apple Store or Google Play. Receive appointment notifications, a quicker and easy way to cancel unwanted appointments with no SMS charges. This new app will save you time and improve your access to our practice. For more information visit [www.mjog.com/messenger](http://www.mjog.com/messenger)

## August Bank Holiday

We are closed on

**Monday 27<sup>th</sup> August**

For urgent medical advice call 111, you may be offered an appointment

Scarborough Urgent Care Centre which is open

24 hours a day, every day.

There is also a GP Access Centre at Bridlington Hospital

Open 8am till 8pm daily



## Patient Participation Group New Members

Our PPG group is now 6 years old and going from strength to strength and we are delighted to welcome some new members. The aim of the group is to try to improve communication between the practice and patients. Members are happy for you to contact them if you feel you would like them to take anything to the next meeting. Their details can be found in reception along with a photo so you are able to recognise them in the community.

## Improving Access to Psychological Service (IAPT)

IAPT is a national NHS programme designed to increase the availability of talking therapy treatments recommended by the National Institute for Health and Clinical Excellence.

One in four people will experience mental ill health at some point in their lives.

Bereavement, unemployment, relationship breakdown, traumatic events and stress can lead to low mood and anxiety.

If you need help and support from the IAPT service you can refer yourself by telephoning 01947 899270

IAPT is not a crisis or urgent response service; please contact your GP if you feel this is what you need.

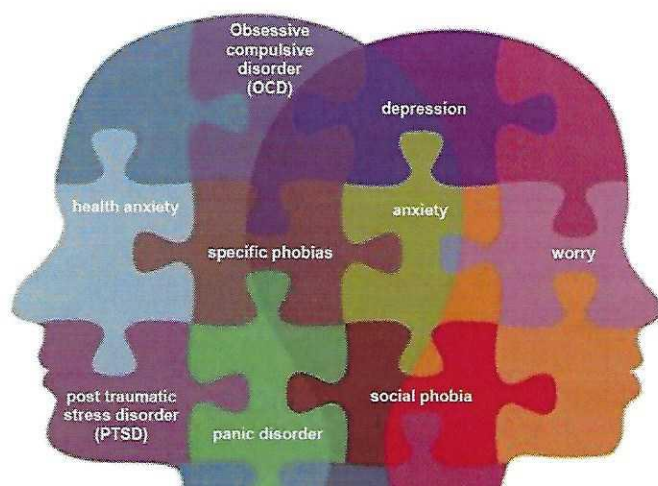
### Other useful telephone numbers

North Yorkshire Mental Health Helpline

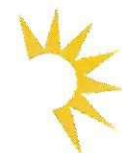
Tel: 0333 0000 309

NHS Direct Tel: 111

Samaritans Tel: 0845 790 9090



## Dementia Friendly Practice



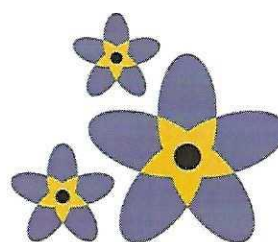
Filey Surgery is a dementia friendly practice and we are keen to work with patients and carers to help support our patients and their families. A number of our staff members have received training and have found this very beneficial.

On the 4<sup>th</sup> Thursday of each month the Dementia Awareness Society hold a clinic in the surgery, if you know anyone who you think would benefit from this clinic please ask at reception.

Last year the surgery took part in Dementia awareness month and had a very successful fund raising raffle. We are hoping to do the same this year to support a very worthy cause.

If you would like to become a dementia friend you can do this by visiting the dementia friend's website via the link below.

Webpage: <https://www.dementiafriends.org.uk/>



Working to become  
**Dementia  
Friendly**

## Active signposting

The NHS is under constant pressure and is always looking at ways to help our patients be seen by the correct person or clinician. With this in mind we are will be able to offer our patients a more effective service and also be able to try and ease some of the pressure on our Doctors and Nurses.

Our reception team does a great job in a very busy surgery and over the past few years have become much more than receptionists; they have a broad knowledge of local services to help patients navigate the wide range of services within the NHS. The reception team have developed signposting skills to help direct you to the most appropriate service within the surgery, an NHS community service, self-help advice options, voluntary organisation and social care services.

They are making non clinical judgements and looking for prompts to offer suggestions to meet the patients need and help direct you to the correct service or person.