



# Minster Health Newsletter

Spring 2005

Drs. M Jones, J Moroney, P Bolter, M Ashley & F Forsythe

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## Message To All Smokers:



With the combination of New Year's resolutions and 'Ash Wednesday', we want to give you all the support we can. NRT and the new drug, Zyban, are highly effective aids to help give up the weed, and both of these are now available on prescription. Research has shown that over 80% of smokers would give up if they felt they could, but the fear of withdrawal puts most off trying. The new techniques are at least twice as effective as 'cold turkey', and if combined with attending a smoke stop support clinic, the chances of giving up are even further enhanced. Our practice nurses have had further training in running such clinics, so please make an appointment to see them...**NEVER GIVE UP GIVING UP:** If at first you don't succeed try, try and try again.

## Staff Update:

It is that time of the year again: Christmas is over and done with, the children are back at school and the GP registrars are changing! GP registrars are fully qualified doctors, who are attached to the practice for 6 months periods, as part of the specialised GP training. Dr Jones and Dr Ashley who are both approved GP trainers supervise them. We are sorry to see our last two GP registrars move on, as they were very helpful and popular with patients and staff alike. Dr Khan

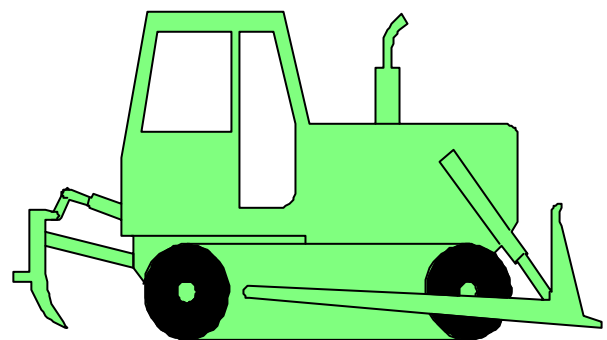
has now completed his training and will be taking up a position in General Practice in Birmingham and Dr Talukder is moving down to London, to be with his wife and daughter, where he will finish off his training. Dr Davina Deniszczyc and Dr Emma Dickinson will replace them. Both are currently working in the Care of the Elderly Dept. at York District Hospital. Although Dr Deniszczyc sounds very exotic she assures us that she is a 'Yorkshire Lass', having been born and brought up in Barnsley! We know that you will make them feel welcome!

In reception we have 3 new members of staff: Sandra, Sue and Dani.

Reception is a very demanding area, there are lots of new tasks to master, and they will all be grateful for your patience as they learn: luckily as all women are good at 'multitasking' it shouldn't take too long!

## Building Update:

We have finished the internal refurbishment, and created 2 new consultation rooms for the doctors. This has simplified our timetable arrangements considerably!



Two 'cabins' have been added onto the back of the building, to enable the manger to have an office, at last.

We are just waiting for the final touches to be completed in the back of the building: when this is done we hope to begin accepting medical students from the Hull and York Medical School. (HYMS)

## Patient Feedback Forms:

Thanks to all of you who took the time to complete the patient satisfaction survey; the results were generally very encouraging and complimentary.

We are still in the process of analysing all the data, but the only area of major concern that we highlighted was the telephone system. As a consequence of this we have been able to open another phone line and we employed someone to start earlier to deal with the demand.



## Appointment System:

Although Monday mornings remain by far our busiest time of the week, we feel things are less frantic than they used to be!

Demand is generally less on Tuesdays, Wednesdays and Thursdays, so we suggest using these times for more 'routine' problems.

We continue to offer 'triage' consultations, although we are beginning to notice several instances of people asking for a return telephone call but then being unavailable when it comes. This is obviously a waste of the doctors' time. Please ensure you leave your phone switched on and that you are in a position to accept the call when it comes, as they are not allowed to leave messages to protect confidentiality

## COX 2 Inhibitors:

Following on the article last time about treating painful knees, it is of interest that the manufacturers have withdrawn several new drugs, for the treatment of arthritis. Rofecoxib (also known as Vioxx) has been found to be associated with higher than expected death rates, and doubts are now being thrown over this whole class of drugs. The doctors would like to re-iterate the advice given last time: I.e. lose weight, stay active and use

Paracetamol up the maximum dosage before moving on to anything stronger and potentially more dangerous. Some long term benefits have been shown using Glucosamine, which is available from your pharmacist.

## Out of Hours Cover:

On Jan 1<sup>st</sup>. the PCT took over the formal responsibility for running the emergency out of hours service. This means that the doctors no longer have to cover nights, evenings and weekends: On the positive side it should mean that they are less overworked and better tempered during the working day! – On the other hand it does mean that not all the doctors working for the emergency service are familiar with York. We suggest that patients should only use this service when they feel they really need it, since it can easily come under pressure of numbers, and waiting times can become long.

The NHS direct phone line is available for advice or **0834 4647**, or it is possible to see a nurse at the **Walk in Centre** at the front of the building without an appointment.



## Phlebotomy Clinic:

A clinic, solely to take blood specimens has been set up by Dawn and Dani, (our health care assistants): These surgeries take place every Tuesday and Friday, and hopefully will replace the service that was offered by the Walk in Centre.

If popular and finances permit we hope to expand this service

Appointments can be made well in advance, either in person or by telephoning

**Comments on this newsletter to Di Ruston, practice manager, please.**