

# York Medical Group

## January 2018 Newsletter

### Are you registered for our online services?

As part of the GP Contract, surgeries need to have 20% of their patients registered for online services by the end of March 2018.

Patients can book appointments, request repeat medication and view their medical record, including recent results and vaccinations. This will help reduce the number of phone calls coming into the sites and face to face contacts allowing the PCCs more time to help patients with their more complex problems and signposting.

YMG are currently at 19%. We will be inviting our patients to register for the online service. This enables patients to:

- Book or cancel appointments online with a GP or nurse
- Order repeat prescriptions online
- View parts of your GP record, including information about medication, allergies, vaccinations, previous illnesses and test results
- View clinical correspondence such as hospital discharge summaries, outpatient appointment letters and referral letters.

If you would like to register for our online services please speak to your Patient Care Coordinators, they will require one piece of ID to sign you up for this service.

### 25<sup>th</sup> January – Young Carers Awareness Day

#### What might a young carer do?

- Practical tasks, such as cooking, housework and shopping.
- Physical care, such as helping someone out of bed.
- Emotional support, such as talking to someone who is distressed.
- Personal care, such as helping someone dress.
- Managing the family budget and collecting prescriptions.
- Helping to give medication.
- Looking after brothers and sisters.

York Carers Centre offers lots of support for young carers. They run a youth club called LAFFS where they run day trips and events as well as offering 1:1 support for young carers. If you register with York Carers Centre they also offer a discount card that can save you money at nearly 50 local businesses including shops, gyms and restaurants.

For more information or to refer yourself or a relative to the Young Carers Group you can visit [www.yorkcarerscentre.co.uk](http://www.yorkcarerscentre.co.uk)

Need to see a GP on an evening or at the weekend?

Our sites offer appointments on an evening and also on a Saturday morning, please contact your Patient Care Coordinators for more information on when we offer these extended hours.





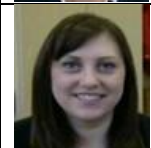
You can also visit our website which gives you the opening times for all of our sites.  
[www.yorkmedicalgroup.nhs.uk](http://www.yorkmedicalgroup.nhs.uk)

Did you know?



96% of GP and Nurse appointments were attended in **December**, resulting in **523 appointments** which could have been used by other patients if these had been cancelled. We hugely appreciate you informing us that you are unable to attend your appointment. You can cancel appointments via telephone, online system or if you are set up for text reminders you can also cancel via SMS, please only use the words "Cancel".

### York Medical Group Staff

Welcome to...	
	Niloofar Tavanger Ranjibar HYMS Year 5 Student
	Aliyah Tufail Pharmacist
	Philip Moore Site Technician
	Kate Ghosh Physiotherapist
	Mel Ryan Advanced Nurse Practitioner

Farewell to...
Nancy l'Anson – Patient Care Coordinator
Dr Helen Brosch
Dr Louise Renwick
Dr Simon Grant-Arrowsmith

### Monthly Puzzle - Sudoku

1			2			4	
	2			3	9		
9		7			5		
		4				5	7
			5	4	1		
3	5					1	
		3				7	9
		1	4			8	
9				2			6

