



# The Filey Surgery Newsletter

## NEW PHONE SYSTEM

We are pleased to announce our new phone system will be going live mid September.

The Surgery number 01723 515666 will remain the same.

The new system will inform patients how many people are waiting in the queue and during busy times offer a call back service which will hold your place and when you reach the front of the queue we will automatic call you back, so you don't need to remain on hold saving you time and money.

## ARMED FORCES CERTIFICATE



We have recently achieved the Armed Forces Veteran Friendly Practice Accreditation.

Please inform a member of the reception team if you are a veteran so we can add this to your medical record.

This helps your GP to better understand any military related health conditions that you may have. It also ensures that you are referred, where appropriate, to dedicated health and wellbeing services for veterans.

## NHS APP

Did you know you can access our online triage service via the NHS app, it is a quicker way to get in touch with us if you are ill. You can also view test results and order repeat medication all from the comfort of your sofa.

Download the app via <https://www.nhs.uk/nhs-app/>



## THANK YOU TO EVERYONE WHO LET US KNOW WHEN THEY NO LONGER REQUIRED OR COUDN'T MAKE THEIR BOOKED APPOINTMENT

During the month of July we had 6245 booked appointments, out of these we had 204 DNA (Did Not Attend) wasted appointments.

If they are no longer required or if you can't make your appointment, please free it up so someone in need can have it.

Appointments can be cancelled via your text reminder or by phoning the reception team.

**Help us so we can help more patients.**

## FILEY SURGERY WEBSITE

Please take a look at our websites "Patient Leaflet" page. It has lots of self-referral and wellbeing resources, including where to find mental health support, childhood illness guide, a step by step guide on how to manage infections and sexual health support for young people.

## FRIENDS & FAMILY TEST (FFT)

After your consultation at the Surgery we will send you a link asking you to complete the FFT. It asks "How likely are you to recommend our GP practice to friends and family?"

Out of the 6131 responses so far, our results show 71% of patients are extremely likely and 20% are likely to recommend our Surgery.

We thank you for taking the time to complete the online form, we also have a printed version available in the waiting room for anyone who is unable to complete the online version.

**Please note all responses are anonymous.**



## GP'S ARE ON YOUR SIDE

Did you see our Facebook post highlighting information from the BMA (British Medical Association) titled "General Practice has been broken. Help us fix it"?

Here are some key points we'd like to share with you:

- ❖ Over 10,000 GP's have retired or left the NHS and not been replaced in the last 10 years.
- ❖ 1,000 practices have closed in the last 10 years.
- ❖ GPs and their teams are exhausted, it doesn't matter how many hours they work they still can't see all the patients that need their care.
- ❖ Your practice receives just £107.57 per year for each patient, whatever their health needs. That's less than the cost of an annual TV licence.
- ❖ That is just 30p a day for every patient registered with us – less than the cost of an apple.
- ❖ In the last 5 years GP practices have lost funding worth over £660 million.
- ❖ If general practice received a fairer share of NHS funding they could train and hire more GPs, deliver the service you require and make it easier to get an appointment.

**GPs want the same things that you do. They believe nobody should struggle to see their family doctor.**

## STAFF NEWS

The Surgery has seen some staff changes recently.

We would like to welcome our new staff members:

- ❖ Anita & Catherine in reception.
- ❖ Lisa in dispensary.
- ❖ Kathryn joins the secretarial team.
- ❖ Grace & Charlie in the admin department.
- ❖ Saba Arshad is our new First Contact Physio.
- ❖ Dr Hobkinson is our new female GP.
- ❖ Anna joins the Health Care Assistant team.
- ❖ Our new pharmacist is Ekaitz.
- ❖ Annette is our Operations Manager.
- ❖ Dr Babatunde, Dr Islam & Dr Nwinee are our 3 new GP Registrars.

We congratulate Dr Ford on becoming a GP partner and we are pleased to announce we are keeping our registrar Dr Wright as a salaried GP.

In the up coming months we will have Dr Firfirey join the team. We will also welcome back Nurse Kate De Hoest.



**THANK YOU FOR  
TAKING THE TIME TO  
READ OUR NEWSLETTER**

## THE FILEY SURGERY PATIENT PARTICIPATION GROUP

Our PPG members are:

- ❖ Lesley Brock
- ❖ Susan Brown
- ❖ Vicky Dale
- ❖ Steve Husband
- ❖ Janet Scotcher-Husband
- ❖ Ingrid Potter
- ❖ Wyn Jones

We also welcome our newest member Elaine Taylor to the group.

The PPG work with the practice to improve communication and services within the practice.

## AGE UK INTERNATIONAL DAY OF OLDER PERSONS



The International Day of Older Persons is an event to celebrate older people and their wellbeing, confidence, and mental health.

Pop into the Evron Centre for a cuppa and chat on Tuesday 1<sup>st</sup> October between 12-3pm, where you will also be able to meet some of our Patient Participation Group members.

**For more information on this upcoming event please follow Age UK North Yorkshire Coast & Moors on Facebook or see their website <https://www.ageuk.org.uk/northyorkshirecoastmoors/>**