

York Medical Practice Patient Group

Patient's Newsletter – No 13

May 2023

MAKING APPOINTMENTS

Without booking in person there are three other ways of making an appointment to see a GP or nurse.

1 Go to the Practice website (yorkpractice.co.uk) via EMIS Patient Access where there are appointments available to book.

2 Via the NHS app where the selection of appointments will be the same as booking via EMIS Patient Access.

3 Telephone the surgery. You can make a routine appointment, by phone, to see a GP or nurse up to six weeks in advance.

However, if you feel you are not able to wait for a routine appointment you will be offered a telephone call from the Triage Doctor. The Doctor will call you back to discuss your needs and offer you the best service for you. A Triage Doctor is available every day, one for the morning session and one for the afternoon session

DO YOU HAVE AN NHS ACCOUNT?

You can have an NHS account if you are registered with a GP surgery in England and are aged 13 or over. You can then log in to access services online on your computer, tablet or mobile phone. Log in to your account to:

- get your NHS COVID Pass
- order repeat prescriptions
- book and manage appointments
- get health information and advice
- view your health record securely
- view your NHS number

You can also log in to your NHS account using the NHS App, which you can download from the App Store or Google Play

CARERS' EVENT AT YMP

Look out for a one-hour evening event for Carers on Wednesday 14th June at 6pm. There will be speakers and time for questions afterwards.

Details of the event will be on the Practice website, on the Patient Noticeboard in the entrance lobby, and leaflets will be around the Surgery.

MICROSUCTION FOR EAR WAX REMOVAL

The symptoms of ear wax build-up include:

- Hearing loss
- Earache or a feeling that your ears are blocked
- Ringing or buzzing in your ears (tinnitus)
- Vertigo (feeling dizzy and sick).

In the early stages it is possible to treat the problem yourself, with a few drops of olive oil several times a day, for approximately 14 days, after which the wax should fall out of your ear, especially at night when you're lying down. Your local Pharmacy could also give you advice. If you are not successful with these treatments, you probably need to have the wax removed by microsuction.

Microsuction is the removal of excess wax, infection, debris or foreign bodies from your ears. The practitioner looks in your ear through a microscope and will then remove the wax by using a small suction tube and probe. Please book an appointment with one of the Doctors or Nurses at the Practice who will refer you for microsuction which is available, under the NHS, at number of locations locally.

There is also more information on the NHS Website – ear wax build up.

DID YOU KNOW

You can carry on with Breast and Bowel Cancer Screening in older age?

BREAST SCREENING

Women aged 50- 71 years are offered breast screening every 3 years. After the age of 71 you will stop receiving screening invitations but you can still request breast screening by phoning 020 3758 2024

or using the website rf-tr.londonbreastscreeninghub@nhs.net

BOWEL SCREENING

Is available to everyone aged 60-74 years

If you're 75 or over you can ask for a bowel testing kit by phoning the free bowel cancer screening helpline 0800 707 6060, option 2. You can have a bowel screening every two years and when you register after the age of 75 you will be automatically recalled.

ARRIVALS AND DEPARTURES

MAY 2023

Arrivals

Dr James Darby has joined the Practice.

Dr Bairavi Ragavani and Dr Tharsnhi Umakanthan are two new GP Registrars.

Flo and Mo have joined our team as new Reception Administrators.

Nana and Angel have joined us as apprentices and will be working on reception.

Departures

Dr Sophie Ladbrooke has left the Practice.