



PRACTICE NEWSLETTER

AUTUMN 2017/WINTER 2017

Ordering Repeat Medication

From October 2017, GP practices introduced a new system which means patients will need to order their repeat medication for themselves. Pharmacies and dispensing companies will no longer be able to do this for patients.

Airedale, Wharfedale & Craven Clinical Commissioning Group implemented the initiative in order to reduce the wastage of pharmaceuticals. Under the old system some patients built up stocks of unused medicines and the hope is that patients being responsible for requesting their own medication will ensure they only order what they need. The new system aims to reduce waste and make better use of NHS resources.

Patients can re-order their medication by using the SystmOnline (patient online services), downloading the SystmOnline app to their smartphone or table device, handing in the white tear-off part of your repeat prescription to your GP practice or writing a letter to your GP practice.

If you have any concerns, please speak to Catherine Chadwick, Reception Manager or the Prescription Clerk.

Practice Learning Time

The practice closes once a month at 1:00pm until 8:00am the following morning for mandatory training. We are however covered by the out of hours service during this time. If you need a doctor urgently please call the surgery on 01943 604455 and your call will be diverted to out of hours.

The training dates are as follows:

- **5 October 2017**
- **9 November 2017**
- **8 February 2018**

Flu Clinics

Our drop in flu clinics proved a success again this year. The clinics ran on the Saturday 7th and Saturday 21st October 2017 and we immunised over 850 of our patients. If you are over the age of 65 or you have a qualifying chronic medical condition and have still not had your vaccination please contact reception to arrange an appointment.

Not eligible for the free flu jab?

If you do not fall into either of these categories listed above, you can still have the vaccination privately. There is a small charge of £10.00 to cover the cost of the vaccination and the time taken to administer it. Please contact reception to book your appointment.

Christmas and New Year Opening

The surgery will be closed from 18:00 on Friday 22nd December 2017 and will re-open at 08:00 on Wednesday 27th December 2017. We will also be closed from 18:00 on Friday 29th December 2017 and will re-open at 08:00 on Tuesday 2nd January 2018.

Please be reassured that during this period there is full out of hours cover. Should you require a doctor urgently please call the surgery on 01943 604455 where your call will be diverted to the out of hours team.

Travel Clinic



The practice has been running a busy travel clinic for over three decades.

We provide holiday vaccinations and malaria prevention tablets for worldwide travel and we are also a recognised UK yellow fever centre.

We can provide the following holiday vaccinations and as well as Malaria prophylaxis (prevention) tablets:

- Tetanus
- Diphtheria
- Polio
- Typhoid
- Hepatitis A
- Hepatitis B
- Japanese encephalitis
- Meningitis ACWY
- Rabies
- Cholera
- Tick-borne encephalitis
- Yellow fever (certificated)

If you require further information please ask one of our receptionists or visit our travel website:
www.yorkshiretravelmedicine.co.uk

Ilkley & Wharfedale Patient Participation Group (PPG)

The PPG are keen to seek patient feedback to identify improvements that may be made in the delivery of services at the practice.

If you would like to provide any comments or feedback that can be used to contribute to this year's action plan to improve services, please either email the PPG on:-

wharfedaleppg@gmail.com

or

ask for a comments form from reception.

Staff News

Dr Sophie Lord leaves for maternity leave in December 2017. We wish her well and look forward to meeting the new arrival!

Our new GP Registrar is Dr Imran Raja. Dr Raja is in his final year of training and will be with us until August 2018.

Sarah Ronan, will be joining us in January 2018 as a Practice Nurse. Sarah will be assisting Nurse Margaret Sykes.

Change of Contact Details

Please remember to inform the surgery if you change address, telephone/mobile number or email

SystemOnline at www.iwmp.co.uk

We are actively encouraging our patients to register for on line services. SystemOnline enables you to order your repeat medication, book an appointment and update your personal information 24 hours a day, 7 days a week.

Please contact Reception for a Username and Password. You will need to bring ID (passport/driving licence or birth certificate) when collecting your login details.

Are you aged 14-16?

Our PPG Group are looking for new members aged 14 to 16. If you would like to have your say in improving services at the practice, please contact Rachael Pengelly, Practice Manager for further information.

Self-Help Guides

Self-Help leaflets are available to download from our website: www.iwmp.co.uk, Self-Help. These factsheets cover many common ailments. Audio Self-Help Guides are also available from our website and are free to download.