

The Filey Surgery

Autumn 2019 Newsletter

Patients Satisfaction with Minor Illness Practitioners

Earlier this year we carried out a survey of the appointments with our Minor Illness Practitioners. Feedback was very good with over 99% of patients reporting that they found the consultations either good or very good (85% reported very good). A range of questions were asked of the patients and each response showed that at least 95% of patients reported good or very good.

Minor illness appointments with our clinical practitioners are available for pre-booking or for urgent conditions they are available on the day.

If you would like to see the details of the result of the survey there are copies available in the waiting room, or ask at reception.

Winter Health Day – Friday 18th October



In May the Patient Participation Group (PPG) and Filey Surgery held a Health Care Day at the Evron Centre in Filey. This was well attended by various organisations, groups and patients.

Following its success we have decided that our next event will promote “Winter Health” to get you and your home ready for the cold winter months.

Everyone is welcome to this free event at the Evron Centre, John Street, Filey on Friday 18th October between 9.30am and 12.30pm , refreshments will be provided so join us for a cuppa.

Flu Vaccination Clinics



If you are 65 years or over you can book your flu vaccination now.

We have various weekday vaccination clinics available and also Saturday 14th September and Saturday 5th October. The weekday clinics are available to book online or with the reception team.

If you are eligible for pneumococcal or shingles vaccinations we will also offer these.

The under 65 years vaccinations, for people in an at risk group and for people who are a main carer for an elderly or disabled person, will be available after 7th October, please contact the surgery nearer the time to book your appointment.

We have not been advised of our delivery date for the children’s nasal flu but will advise parents when they are available.

Self Referral Help Groups Booklet

There are many services that can help you manage your health and wellbeing.

We have a booklet available which includes several organisations to whom you can self refer. These organisations offer help and support with various issues including weight management, stopping smoking, bereavement support, drug and alcohol addiction, adult and children's mental health and general wellbeing.

Please ask reception for a copy.

Children's Air Ambulance Fund Raiser



We would like to thank all our patients who donated gifts and took part in our tombola to raise much needed funds for the Children's Air Ambulance.

The event was a great success and we raised a grand total of £340.00 for this very worthy cause.

Recall Letters

You may have noticed we have changed the layout of our recall letters. The new letter is now a generic letter for all patients who have one or more chronic illness.

Invites will still be sent annually when you are due your check-up. It is very important to attend these appointments so that we can make sure you are receiving the correct medication and support for your illness.

Filey & Scarborough Healthier Communities Network

Filey Surgery has joined with 3 other practices to create a primary care network. The practices are Hunmanby Surgery, Scarborough Medical Group and Hackness Road Surgery.

NHS England requires all practices to be part of a network to improve delivery of services and improve the wellbeing of its patient population.

Our 4 practices have similar demographics hence a need for similar services. In the next few years we will be working together and with other organisations to improve and introduce new services to patients. We will keep you updated as things progress.

Patient Feedback

The Surgery always welcomes patient feedback on the services and care we offer our patients. We have a suggestion box in reception if you can spare a few minutes of your time to complete a feedback form.

Closed for Staff Training
Tuesday 10th September from 12.30pm

**SORRY
WE'RE
CLOSED**

As part of the ongoing commitment to staff training the Scarborough & Ryedale Clinical Commissioning Group have arranged a protected time for learning session for all local surgeries on Tuesday 10th September.

The Filey Surgery will be closed from 12.30pm.
If you need urgent medical advice please ring 111.