



HELLO AND GOODBYE

At the end of March, we will be saying goodbye to two PMG partners:

GP partner, Dr Emma Olandj, who started her career as a GP trainee and salaried GP at our Rawcliffe Surgery and more lately worked from Priory Medical Centre, moves on to pastures new as Director of Community Services at Nimbuscare.

Business partner, Martin Eades has been a vital member of #teamPMG for over 15 years, steering the ship in very challenging waters and ultimately played a huge part in transforming the way care is provided to patients here at PMG.

Caroline Alexander joined us in January as our new Chief Operating Officer, her role will be to oversee all services at PMG, supporting the multiple teams from admin and HR to CQC preparation and supporting the PPG. Caroline has lived in York for 19 years and worked at York Hospital in a senior role for many years. We look forward to her bringing a wealth of experience and a fresh perspective to PMG.

#teamPMG staff spotlight: Customer Service Manager

Daniel Oldroyd also recently joined us and is this month's staff spotlight, he is based in Patient Central and would like to introduce himself and his role:

"Within this role I am ensuring a safe & effective service can be delivered to all patients of the Priory Medical Group, with a helpful & support staff who are able to deal with all queries & assistance that may be required. Between myself & the Patient Central team we will always strive to provide the quickest & most efficient service we can.

I am also on hand to deal with any enquiries patients email in (complaints, feedback) and with the support of the team we will always respond with the most suitable outcome dependant on the patient needs.

Having spent many years managing call centres across a variety of sectors, from private to public, I am looking forward to being able to bring a wealth of knowledge and ideas to help provide further improvements to how we can deal with patient needs within the patient central contact centre & across all levels of our practices."



Patient Participation Group (PPG)

A PPG is a group of people who are patients of the surgery and want to help it work as well as it can for patients, clinicians and staff. The NHS requires every practice to have a PPG.

If you have an interest in joining the group and have a natural positivity and desire to influence positive change, we would love to hear from you. You can email

hnyicb-voy.priorypatientexperience@nhs.net to register your interest, or ask one of our receptionists or call handlers (01904 404100) to do this on your behalf.

We are keen to hear from you how you think you can best get involved and any ideas for us in building up participation from across our patients. We have a patient survey running at present, click here > [PMG Patient Feedback Survey](#).

York Healthwatch also have a General Practice survey running: "This short survey is the start of a wider Healthwatch York project about primary care services across our city. Your answers will help us understand the situation and prioritise topics for further investigation and discussion" click here > [Healthwatch Survey](#)

Pharmacy First

A new NHS service recently launched, patients can access treatment for 7 conditions without needing to contact a GP practice for a prescription. All pharmacies in York are signed up to the scheme. More details on you local pharmacy website, or call in to your local pharmacy to find out more.

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|---|----------------|
| • Acute otitis media (middle ear infection) | 1 - 17yrs |
| • Impetigo | 1yr + |
| • Infected insect bite | 1yr + |
| • Shingles | 18yrs + |
| • Sinusitis | 12yrs + |
| • Sore throat | 5yrs + |
| • Uncomplicated urinary tract infection (UTI) | Women 16-64yrs |



PROSTATE CANCER

March is prostate cancer awareness month. In the UK, about 1 in 8 men are diagnosed with it each year, it is the most common cancer in men. For Black men the rate is 1 in 4.

It is not always life-threatening, the earlier it is diagnosed, the more likely it is to be cured.

Men can check their risk using the [Prostate Cancer UK risk checker](#).

There's currently no screening programme for prostate cancer in the UK. This is because it has not been proved that the benefits would outweigh the risks.

Symptoms of prostate cancer can include:

- needing to wee more frequently, often during the night
- needing to rush to the toilet (urgency)
- difficulty in starting to wee (hesitancy)
- straining or taking a long time while passing urine
- weak flow of urine or dribbling of urine
- feeling that your bladder has not emptied fully
- blood in urine or blood in semen

Updating your details

It's really important we have your correct contact details (address, phone number). You can quickly update us using the prioryCARE form - choose the 'General Enquiries' tile. Or you can pop in to one of reception desks or call 01904 404100.

Easter Opening Hours

Friday 29th March - closed

Monday 1st April - closed

Please request your repeat medication in good time ahead of the long bank holiday weekend. If you have an urgent health problem over the 4 day weekend use NHS111 or contact your local pharmacy.



Download the NHSapp