

WEBSITE

We have a new website:

<http://www.shaftesbury-churchview.co.uk>

You can find useful information about the practice, order a prescription, links to health related websites, general health advice, etc.

Contact details:
Shaftesbury Medical Centre
78 Osmondthorpe Lane
Leeds LS9 9EF
Tel: 0113 2409500

Church View Surgery
2nd Floor
Cross Gates Medical Centre
Station Road
Leeds LS15 8BZ
Tel: 0113 2600021

INTRODUCTION

Your feedback on this newsletter is welcomed, and we would also be delighted to hear of any ideas of content you would like to see in a future edition of the newsletter. We hope you enjoy this newsletter so please read on to see what we, as a practice, have been up to.

Julie Sutcliffe
Practice Manager

What is a Primary Care Network (PCN)

All practices in the UK are members of a Primary Care Network, which is a group of practices that have chosen to work together and with the local community, mental health, social care, pharmacy, hospital and voluntary services to provide care to their patients. We are members of York Road PCN and work with Garden Surgery (East Leeds Medical Centre) and Dr Laybourn and partners (Rookwood/York road surgery). Our aim is to provide more personalised, co-ordinated services to enable our patients to source local health and social care which will ultimately benefit our practice populations.

What is Care Navigation

Care navigation gives you the option to access the care and information which best meets your health and social care needs. Our reception team are fully trained care navigators who will support and guide you to the most appropriate health care professional. You may be asked a few questions and the care navigator will, if appropriate, suggest other health care professionals who may be more appropriate to your needs. See below a list of health professionals/services;

GP – complex patient needs

Nurse – Long-term condition review, vaccination, smears, injections

Community Pharmacist – minor ailments/simple infections requiring antibiotics (the care navigator will have a list of these)

Physiotherapist – Possible problems with muscles, ligaments, tendons or bone, eg tennis elbow, carpal tunnel syndrome, ankle sprains, spinal problems, arthritis

Occupational Therapist – dementia reviews, memory concerns, falls, mobility issues

Social prescribers – Financial problems, housing issues, work concerns, Mental health- anxiety, depression, low motivation, struggling day-to-day isolation, carers strain, domestic violence, bereavement, immigration,



MOVED?

Moved into the area or leaving the area – have we got your details correct?

If you are unsure whether you are within the surgery boundaries please contact us and we can check.

Community boundaries do apply and assist in ensuring your surgery covers an area which allows the doctor to respond to you, and your family, if and when the need arises in an emergency or home visit.



CONTACT DETAILS

If you have recently changed telephone number, especially mobile numbers, please keep us up-to-date. Without the correct information we will not be able to contact you! You can let us know by using patchs our online service which you can find on our website

form filling

Care co-ordinators – Offer support to patients who find it difficult/unable to engage with services.

Practice Pharmacists – medication reviews, patient queries around medication, hypertensive reviews etc

Healthy Minds- Healthy Minds is a virtual service offering mental health and wellbeing consultations to patients experiencing low mood/depression or anxiety.

Minor injuries Unit – cuts/grazes ,sprains or strains.

Appointments

We offer a wide range of appointments between 8.30 and 5.30 Monday to Friday. We offer a mixture of face to face, online and telephone appointments. Patients can book appointments on the day and in advance. We will always attempt to offer as many appointments as reasonably available, and our care navigators will direct our patients to the most appropriate health professional. Through our Primary Care Network (PCN) we also offer selected late evening from 6.00 to 8 pm and Saturday 8 to 2 pm.

Cancelling Appointments

If you are unable to keep your appointment, please give us as much notice as possible so that your appointment can be offered to someone else. If you are cancelling please telephone us as soon as possible, at least 30 minutes before your appointment time. This will enable us to offer your appointment to someone else. You can leave a voicemail and we can cancel the appointment for you.

Alternatively you can cancel your appointment online via, **Patient Access** or **The NHS App** if you are signed up to the service.

Cancellations notified less than 30 minutes before the appointment time will be recorded as failure to attend (DNA).

Missed appointments with any of our health professionals cause;

- An increase in waiting time for the routine appointments.
- An increase of patients not being able to see a GP/nurse/other health professional.
- Frustration for both staff and patients.
- A waste of valuable resources.

From 1st January 24 to 31st January 24 the practice team consulted with 9,992 patients but 834 patients missed their appointment. **Please help your practice and cancel your appointment.**

PATIENT PARTICIPATION GROUP (PPG)

Would you like to improve your GP practice services?

A PPG is a group of volunteer patients and members of practice staff who together work to improve the experience of the patients using the practice.

If you are interested in joining our PPG please leave your contact detail with reception or you could use our online service Patchs which you can find on our website to show your interest.



PRACTICE TRAINING DATES

The doctors and staff work within an environment that is challenging and constantly changing. To keep up-to-date with knowledge and skills we attend regular training sessions. These sessions are held once a month on a Tuesday afternoon. During these sessions the surgery will be closed from 12.00 pm.

Training Dates;

Tues 7th March 2024
Tues 23rd April 2024
Tues 21st May 2024
Tues 4th June 2024
Tues 9th July 2024
Tues 17th Sept 2024
Tues 8th Oct 2024
Tues 19th Nov 2024
Tues 21st Jan 2025
Tues 11th Feb 2025
Tues 11th March 2025

Should you need a doctor urgently after 12 pm on the above dates please telephone the surgery and you will be transferred to the out of hours service.

Urgent - Measles Alert!

Measles is incredibly infectious and outbreaks can happen anywhere and at any time. Even though a safe and cost-effective vaccine is available, in 2021, there were an estimated 128 000 measles deaths globally, mostly among unvaccinated or under vaccinated children under the age of 5 years*.

Anyone who has not had 2 doses of the MMR vaccine should ask their GP surgery for a vaccination appointment.

It's important to check you've had both doses if you:

- are about to start college or university
- are going to travel abroad
- are planning a pregnancy
- are a frontline health or social care worker
- were born between 1970 and 1979, as you may have only been vaccinated against measles
- were born between 1980 and 1990, as you may not be protected against mumps

About 1 in 5 children who catch measles experience complications such as ear infections, diarrhoea and vomiting, pneumonia, meningitis, eye infections and in some cases it can be fatal. One in 10 children will end up in hospital. There is no treatment for measles.

Vaccination is the only way of preventing MEASLES.

Adults can also catch measles and are more likely to suffer with complications and be ill for much longer.

* [Measles \(who.int\)](https://www.who.int/news-room/fact-sheets/detail/measles)

IS YOUR CHILD FULLY VACCINATED?

Vaccination is one of the most important medical services we provide for our patients, especially young children; it reduces the chances of children catching a potentially serious, even fatal, disease. For example the number of cases of Meningitis C among those under 20 years has been reduced by 99% because of children being given the Meningitis C vaccination!

If you have any concerns or difficulties getting your child vaccinated please contact the surgery to discuss this with one of our nurses.

Screening Programmes

These are designed to detect early signs of disease in the population and then to provide further treatment. Our message is clear – if you receive an invite to participate – **Please Do!**

SMEAR TEST

**New drop in clinic – no appointment necessary
First Tuesday of every month – 5 pm to 7 pm**

A smear test, or cervical screening test is a simple, quick test (takes minutes) we offer to all women between age 25 and 64. It is carried out by our experienced practice nurses. It is NOT a test for cancer but a method of detecting abnormal (pre-cancerous) cells in the cervix (the entrance to the womb from the vagina).

Some Smear Facts;



YOUR COMMENTS and VIEWS

Your comments and views are important to us. If you have any suggestions on how our service can be improved, then contact the surgery. We have a suggestion box at both sites and are always interested in your comments. We strive to provide the best possible service for our patients.

Results – you can now view these on your NHS App

- All women, regardless of their sexual preference, should have a smear.
- A smear test is not painful – a bikini wax takes longer and is more painful!
- Menopause does not protect a woman from cervical cancer – a smear test is still necessary.
- Cervical cancer can occur in any woman who has ever had a sexual experience no matter how long ago.
- Receiving an abnormal smear test result does not mean you have cancer.

Our nurses are a friendly bunch of ladies who are fully trained in smear taking. They will take time to explain the test and talk to you if you are worried or embarrassed about ANYTHING.

We have a wide range of appointment times including weekends and late evening. If you are wanting more information or simply wish to discuss this further contact the surgery or use our online service, Patches, (you can find this on our website www.shaftesbury-churchview.co.uk) and one of our nurses will contact you. Alternatively turn up to our drop in clinic for a chat with one of our nurses.

Safe Medication Disposal

The NHS in West Yorkshire is running an anonymous survey to understand what people know about disposing of excess medication and how to encourage correct disposal of medicine. Filling it out will help the NHS be more efficient with medication and reduce waste and environmental damage.

Please scan the QR code or use the survey link <https://surveys.qaresearch.co.uk/medicationdisposal.asp> to complete the online survey. It should take no more than 5-10 minutes to complete.



Latest News

New Telephone system – we have a longer queuing facility and patients are now given the option of a call back if they do not wish to wait. If you request a call back the telephone system will note where you are in the queue and when you reach 'first in the queue' the system will automatically dial your number from one of our reception extensions. You will then be able to speak to one of our receptionists.

Patches non-urgent online consultation service – provides a digital option for patients with routine problems to contact their GP and get a response by the end of the next working day. You will find the link on our website shaftesbury-churchview.co.uk

Practice website and facebook page - <http://www.shaftesbury-churchview.co.uk> our facebook page is **Dr Taylor and partners**. Have a look and see what you think.

NHS App - You can now see and access your prescriptions electronically in the NHS App, allowing you to:

- Order repeat prescriptions
- easily see the details of medicines/ items healthcare professionals have confirmed for you
- use a prescription barcode to collect your medicine if you don't have a nominated pharmacy, without needing to collect a paper prescription

For help and support, visit [Prescriptions in your NHS App - NHS App help and support - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Help with Health Costs

[HC2 certificates \(full help with health costs\) | NHSBSA](#)

NEW STARTERS



We appointed four new nurses, two new receptionists and a new clinical coder in our IT department. We have also appointed three new doctors, Dr Murali, Dr Ekpo and Dr Pathan.

Leavers

We recently said goodbye to two of our receptionists, Jo and Megan and wish them good luck in their future roles.

