



# Dr Penn and Partners Newsletter



Spring 2015

Issue No 9

## WEBSITE

Remember our website:

<http://www.doctors-leeds.com/>

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

Contact us:

Shaftesbury Medical Centre  
78 Osmondthorpe Lane  
Leeds LS9 9EF  
Tel: 0113 2409500  
Fax: 0113 2009379

Church View Surgery  
41 Austhorpe Road  
Leeds LS15 8BA  
Tel: 0113 2600021  
Fax: 0113 2044519

## 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.

## INTRODUCTION

We are so excited! We all have a little bounce in our steps but not because it's spring: our long awaited new premises at Cross Gates will soon be complete. We are working towards a moving date of the 20<sup>th</sup> June but see below for details. A move such as this takes a huge amount of organising and I could not manage it alone; I do, however, have an excellent team of helpers! Teamwork is essential and we could not have a more dedicated group of people, many of whom have worked at the practice for many years and have a wealth of experience and knowledge. The practice is also lucky to have an enthusiastic Patient Participation Group who provide us with ideas and input from a patient perspective. We are currently looking to recruit members to this group; if you are interested please ask at reception.

Phew! So much to do.....I had better get started then!



Jenny Taylor  
Practice Manager

## NEW SURGERY PREMISES AT CROSS GATES

We are moving on Saturday 20<sup>th</sup> June. In the week prior to the moving date, patient services will be subject to some changes. Please keep an eye on the notice board when attending surgery. On Friday 19<sup>th</sup> June, Church View Surgery will be closed. All services will be available to all patients at Shaftesbury Medical Centre. We will open in the new premises on Monday 22<sup>nd</sup> June. The telephone number will remain the same; however our new address will be: Crossgates Medical Centre, Church View Surgery, Station Road, Leeds LS15 8BZ.



## THINKING ABOUT TRAVELLING ABROAD



### Points to consider when arranging your holiday;

- Date you travel: many immunisations require a course, taking up to six weeks, and your body then needs time to develop immunity to be fully effective.
- Where you are travelling: diseases can be more common in certain parts of the world and in specific areas e.g. rural areas carry more risk.
- Time of year you are travelling: some diseases are more common at certain times of the year.
- Age and health: some people may be more vulnerable.
- What you are doing; visiting family, trekking, working, in contact with animals, voluntary work.

## MISSED APPOINTMENTS

274 patients failed to cancel an appointment.

## CONTACT DETAILS

If you have recently changed your address or telephone number, especially mobile numbers, please keep us up-to-date. Without the correct information we will not be able to contact you!

## ARE YOU A CARER?

If you look after a relative, friend or child who, because of illness, disability or the effects of old age is unable to manage without your help **YOU ARE A CARER.**

The surgery works with Carers Leeds who provide support and advice for carers. Ask at reception if you wish to be referred to them. Remember always inform the receptionist you are a carer, when booking appointments, and they will do their utmost to accommodate your request.



- How long you are staying: the longer you stay the greater the risk of being exposed to diseases.

## Organising your immunisations

- Call the surgery to book a telephone consultation with the nurse
- The nurse will give general holiday advice and advise you on which immunisations you need.
- If vaccinations are required an appointment will be made with the nurse.

## Plan ahead; always leave yourself sufficient TIME.

- You may need to have your immunisations at least eight weeks before your travel date.
- Ensure you leave adequate time to get a telephone appointment with the nurse – certain times of the year can be busier.
- On occasions there have been vaccine shortages, this is out of our control but we can make alternative arrangements but this all takes time.

## “Smear tests save lives.....the greatest risk factor for cervical cancer is NOT having your smear test.”

A smear test, or cervical screening test is a simple, quick test offered to all women between age 25 and 64. 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).

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, anxious or embarrassed about ANYTHING. You can even book a pre smear appointment (face to face or on the telephone) to discuss any concerns you may have.

We have a wide range of appointment times available (7 am to 7.30 pm), contact reception for more information. The test itself takes five minutes and you will receive your results in the post within 14 days.

**If you need a late appointment we also have a ‘Smear drop in clinic’ at the Shaftesbury Medical Centre, the first Tuesday of every month 5.30 to 7.30. Ladies from either surgery can just turn up – no appointment required!**



## NEW TEXTING SYSTEM FOR APPOINTMENTS

The practice has introduced a new texting system. This system sends appointment reminders to patients but also allows patients to cancel an appointment by texting the word ‘cancel’. This has proved extremely successful as we have reduced our number of ‘did not attends’. For the system to work we need up- to-date telephone numbers, please inform our receptionist of any change of numbers. If you do NOT want us to text, you MUST inform the receptionist.



## PATIENT PARTICIPATION

To ensure our patients have the opportunity to help develop local health services we have already set up a Patient Reference Group. These patients meet a few times a year to discuss ways we can improve our services.

However, to make sure we are getting a representative sample of all our patients e.g. different ethnicities, age groups, a variety of health problems we would like to create a list of volunteer patients who we will contact from time to time, by email or letter, seeking your views on existing and proposed services relating to your specific health needs.

If you are interested in being part of our Virtual Patient Opinion Forum please leave a message with Reception or drop us a line and we will send you the necessary forms.

## DOES YOUR JOB AFFECT YOUR HEALTH?

Are you suffering bullying/discrimination/harassment at work?  
Is stress at work affecting your health and wellbeing?  
Are you suffering with back pain, joint pain, repetitive strain?  
Are you on sick leave from work? About to return to work?

### Make an appointment to see our Occupational Health Worker

- Provides **FREE** confidential, independent advice on any **WORK** related health problem including redundancy and employment rights.
- He is based at the Shaftesbury Surgery by appointment only. Ask your receptionist for further details.



## HAYFEVER

### Your pharmacist can offer advice and medication

Hayfever is a common allergic reaction to pollen that affects up to one in five people at some point in their life. Symptoms of hayfever include sneezing, a runny nose and itchy eyes.

There is no cure for hayfever but treatment with antihistamines and corticosteroids can relieve symptoms to a certain extent, as can the following:

- wearing wraparound sunglasses to stop pollen getting in your eyes when you are outdoors
- change your clothes and take a shower after being outdoors to remove the pollen on your body
- try to stay indoors when the pollen count is high (over 50).

Ideally begin treatment BEFORE your symptoms start or as soon as they become problematic.

## Bowel Cancer is the Second Biggest Killer.....but it need not be that way.

Bowel cancer affects both men and woman. It is the third most common cancer affecting around 34,000 and is the second biggest killer but .....if diagnosed early over 90% of those with early stage bowel cancer are successfully treated.

### Bowel Cancer Screening

Bowel screening kits are sent to individuals aged 60 – 74 every two years. The screening kits can identify presence of blood in the stool sample, which could be an early sign of bowel cancer. If you are 75 or over you can ask for this test by calling 0800 707 60 60.

**Taking part in bowel cancer screening reduces your chances of dying from bowel cancer.**

## 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;

#### 2015

Tuesday 12<sup>th</sup> May

Tuesday 9<sup>th</sup> June

Tuesday 14<sup>th</sup> July

No training August

Tuesday 8<sup>th</sup> September

Tuesday 13<sup>th</sup> October

Tuesday 17<sup>th</sup> November

No training December

#### 2016

Tuesday 12<sup>th</sup> January

Tuesday 9<sup>th</sup> February

Tuesday 8<sup>th</sup> March

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.

## NEW ONLINE SERVICE

Patients can now book or cancel appointments, request repeat prescriptions, and view their summary care record online. Before you are able to use this service you must first register at reception. To do this patients must be over 16 years old and provide photo ID (passport or driving license) and proof of where they live (recent utility bill within last three months). Our receptionists can then print out your registration details for you to access the online service.

## NEW STAFF

We would like to introduce you to Dr Helen Haywood, our new salaried GP, who started working with us in March. Dr Haywood will be working at both Shaftesbury and Church View surgeries.

We would also like to welcome Dr Katherine Hunter, our new trainee doctor.

## MEET THE TEAM

In each newsletter we will introduce you to a member of the team. Meet Dianne Clark our reception supervisor at Church View and Vicky Smart who works in our IT department.

### Dianne Clark

Hi, my name's Dianne. I have worked at the Practice for 14 years, initially as a receptionist and progressing to reception manager, based at Church View. It's a great Practice to work for and I thoroughly enjoy my job (even on the most challenging of days!) I am particularly looking forward to the move to our brand new building. In my spare time I enjoy going to music events and travelling.

### Vicky Smart

I have worked at the practice for 20 years! For the first 10 years I was a receptionist but for the last 10 years I have been working in the IT department doing administrative duties.

I have a 4 year old daughter who keeps me very busy. In the bit of spare time I have I like to read and listen to music.

If you have any suggestions for a newsletter item, please let your receptionist know.



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