

Dr Darbyshire and Partners Newsletter

Winter 2013

Issue No 5

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

INTRODUCTION

Phew! We've got to the end of the year and what an incredibly demanding year it has been for our team. We have had new staff to train, new agencies to deal with, the introduction of new services and a pre Christmas CQC (Care Quality Commission) inspection! Even amidst all these changes as a practice we embrace the challenges, never losing sight of our ultimate aim - to provide excellent care for our patients.

A big thank you also to those of you who have taken the time to attend the patient participation meetings, completed practice questionnaires, spent time with the CQC inspectors, entered comments on our NHS Choices website, sent thank you cards and given suggestions of improvements. All of this helps shape services we provide.

Jenny Taylor
Practice Manager

OUR CQC INSPECTION

On Thursday 5th December we had our first Care Quality Commission inspection. CQC is the regulator of health and adult social care in England and they carry out inspections on GP practices to ensure they are performing to the highest quality of standards. Two CQC inspectors spent approximately one day in our practice reviewing our policies, systems and procedures. They also spoke with individual staff members, doctors and patients and their carers and observed how they were being care for. We are extremely thrilled to be able to tell you that we were fully compliant in all areas.

FLU VACCINATIONS

For those of you who have not had your flu vaccination we still have some left. **Remember you can catch flu at any time of year so it is still well worth having your flu vaccination now!**

Eligibility hasn't changed since last year:

- Everyone aged 65 or over by 31st March 2013
- Anyone aged 6 months and over with the following conditions:
 - ◇ Diabetes
 - ◇ Lowered immunity due to disease or treatment
 - ◇ Asthma (you must require regular use of a steroid inhaler or tablets for control, or have had an emergency admission to hospital because of you asthma in the last year)

YOUR COMMENTS and VIEWS

Your comments and views are important to us if you have any suggestions on how our service can be improved any services you would like further details on, services missing in your community then contact the surgery. We strive to provide the best possible services to our patients

MOVED?

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

When you change address, please ensure we have your up to date details. 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 your telephone number, especially mobile numbers, please keep us up-to-date. Without the correct information we will not be able to contact you!

◇ Chronic respiratory disease (such as COPD, emphysema, chronic bronchitis and cystic fibrosis)

◇ Heart disease

◇ Neurological disease (e.g. Stroke/TIA, MS)

◇ Severe kidney or liver disease

- Women in any stage of pregnancy
- Carers, that is anyone who cares for someone who could not manage without your help if you became ill.

NEW PATIENT SERVICES

Dementia Service

Patients suffering from dementia are now being invited to make an appointment for a review with their doctor. The appointment is a physical and mental health review for the patient but also gives the carer an opportunity to discuss any concerns they may have. If you receive an invite from us please take time to make an appointment.

Rheumatoid Arthritis

We now have a register of all patients with Rheumatoid Arthritis. We are inviting those patients, who meet certain criteria, for reviews to assess their risk of cardiovascular disease and fractures. If you receive one of our invites please make an appointment to attend, this is important for your health and wellbeing.

NEW STAFF

We are pleased to introduce three new receptionists, Lynn Williamson, Laura Dales and Laura Cuthbertson. Currently they are shadowing existing staff members and will not be in uniform, but you will see them in reception. Reception is an incredibly difficult job with many systems and procedures to learn and all this within a very busy environment, so please be patient with them. If they cannot answer your questions they will seek help from senior members of staff.

We would also like to welcome Dr Sarah Donaldson our new FY2. FY2s are doctors who have finished medical school and in their second year of postgraduate training. She will be supervised by a qualified trainer at all times within the practice.

RECORD SHARING

In an attempt to improve treatment and patient care we are now asking all patients if they will consent to their medical information being shared with other HEALTH organisations involved in their care. Patients do have the option to refuse sharing but please note **ONLY** those organisations related to your healthcare will be involved in the record sharing, and they will only be looking at information relevant to their care of you. Even if you have agreed to sharing your record with other organisations, those organisations will still have to ask you for consent to share.

If you consent to record sharing this ensures we are able to see the medical information recorded by health professionals currently providing care and they would be able to see the information we hold on you. For example if you were being seen by a physiotherapist or district nurse they

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.

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.

would have access to your GP records and we would have access to their computer records. This provides a quicker, more accurate picture of your current health status, thus improving patient care.

HEALTHY NEW YEAR!

New Year is a good time to reflect on changes we want to make or need to make to our lives. Remember it's never too late to change, if you WANT to, and there is always help available. The following are free services you may find helpful;

- Leeds NHS Stop Smoking Services – 0800 169 4219 (free phone)
- Healthy Lifestyle Service – 0113 843 4537 (weight/dietary advice)
- Leeds Addiction Unit – 0113 855 9540 (Alcohol reduction or quitting)
- Alcohol Dependency Solutions (ADS) - 0113 247 0111
- Platform - 0113 397 1300 (Drug and Alcohol service for young people up to 18 years)

BE PREPARED THIS WINTER

- Make sure you don't run out of prescribed medication.
- Remember colds, flu and most sore throats do not need antibiotics.
- Your pharmacist can also give you advice and treatment.

BOWEL SCREENING COULD SAVE LIVES

Did you know bowel cancer is the third most common cancer in the UK and the second most common cause of cancer deaths in the UK but if detected early enough can be treated. The NHS Bowel Cancer Screening Programme offers screening every two years to all men and women aged 60 to 69. Initial screening is with a test kit which is completed by the patient at home.

- If you are aged between 60 – 69 you will automatically be sent a FREE kit to help detect bowel cancer early. Complete the test and send it off.
- If you are over 70 you can call 0800 707 60 60 to request your free kit.

KEEPING WARM OVER WINTER

Cold homes have a significant impact on people's health. One of the best ways of keeping yourself well during winter is to stay warm.

Here are a few tips;

- Draw your curtains at dusk and keep your doors closed to block out draughts.
- Have regular hot drinks and eat at least one hot meal a day if possible. Eating regularly helps keep energy levels up during winter.
- Wear several light layers of warm clothes (rather than one chunky layer).
- Keep as active in your home as possible.
- Wrap up warm (wear a hat and gloves) and wear shoes/boots with a good grip if you need to go outside on cold days, icy pavements and roads can be very slippery. The Met Office advises putting grit

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;

Tuesday 14th January

Tuesday 11th February

Tuesday 11th March

Tuesday 1st April

Tuesday 13th May

Tuesday 10th June

Tuesday 8th July

Tuesday 9th September

Tuesday 14th October

Tuesday 11th November

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.

- or cat litter on paths and driveways to lessen the risk of slipping.
- Check up on friends, relatives and neighbours who may be more vulnerable to cold weather. Cold weather is especially dangerous for older people or people with serious illnesses, so check up on them if you can. Make sure they have enough food, drinks and medication.
- Try to keep your home warm. Keep your main living room at around 18-21°C (65-70°F). If you can't heat all the rooms you use, heat the living room during the day and the bedroom just before you go to sleep. You can also use a hot-water bottle or electric blanket (but not both at the same time) to keep warm while you're in bed.
- If possible, stay inside during a cold period if you have heart or respiratory problems.
- You may also be able to claim financial and practical help with heating your home. Grants available include the Winter Fuel Payments and Cold Weather Payments. To find out more about Winter Fuel Payments, call 08459 151515 (8.30am-4.30pm Monday–Friday, textphone 0845 601 5613) or visit <https://www.gov.uk/winter-fuel-payment>.

MEET THE TEAM

In each newsletter we will introduce you to a member of the team. Meet Katie Scholes, IT coder and Sister Eulalee Forrester, our midwife.

Katie Scholes

Hi my name is Katie , I have worked for the practice five years now working in the IT department. I am responsible for coding patient information which is of clinical relevance. I find my job very interesting and have learned a lot about different diseases and illnesses since working here.

I get along well with all of my colleagues and it is a pleasure to come to work and have time out of family duties. Outside of work I enjoy spending time with family and friends.

Eulalee Forrester

I have worked at Shaftesbury Medical Centre since 1989. I have always enjoyed working as part of a vibrant team who have endeavoured to deliver a high standard of care to women, babies and their families.

I am part of the Halton midwifery team who actively embrace the development and advancement of community midwifery. One of these areas has been the introduction of postnatal clinics, we have seven clinics in our team providing improved access for our women.

As well as having may years of professional midwifery experience, I have personally tried every type of delivery a woman can have, including twins! I think this gives me added value when caring for women.