

Dr Taylor and Partners Newsletter

Winter 2019

Issue No 14



INTRODUCTION

Well the tinsel is away and the Christmas tree has gone.....time to reflect. What a busy and exciting year 2018 has been for us as a practice. We have introduced some new services; inhouse physio, patient ambassadors, and made changes to some of our existing services in an effort to deliver good care to all our patients. All this takes a significant amount of team effort and we are grateful for having such an amazing team of doctors, nurses, reception, administrative and support staff who provide a wealth of expertise and who are passionate and caring about their roles.

Our staff work incredibly hard and we are constantly reviewing and challenging the way we work but to really shape our services we need your help. Could you let us know about the staff, services you think are really useful or otherwise – we have a suggestion box at both sites on the reception desk or search for us on Google using Shaftesbury Medical Centre, Leeds and leave a review on the NHS website or Google reviews.

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
2nd Floor
Cross Gates Medical Centre
Station Road
Leeds LS15 8BZ
Tel: 0113 2600021
Fax: 0113 2044519

NEW SERVICES

Inhouse Physiotherapist

Physiotherapy clinics are now available on a Monday and a Wednesday at our Shaftesbury site. The physiotherapists can assess, diagnose and treat patients. Patients do not need to have seen a doctor and can book in to these clinics directly – ask your receptionist for further information.

Patient Ambassadors

Our patient ambassadors see patients in one to one sessions, at the Shaftesbury Medical Centre. They support and help patients in achieving their personal health goals. They can help patients with referrals to other agencies e.g. Welfare rights (for benefit advice), housing advice, counselling services, debt advice, emergency foodbanks, help with form filling, community activities/groups for socially isolated individuals.

If you want to meet with one of our ambassadors (we have a male



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 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!

and female ambassador) speak to reception and they will book you in for an appointment at the surgery.

Seacroft Hospital HUB

Limited appointments are available to see a GP at Seacroft Hospital late evenings, Saturdays and Sundays. Our receptionists will advise you of these when you request an appointment.

Free Basic English Language Course

These are now being run at Shaftesbury Medical Centre on Friday mornings. If you would like help in improving your English skills contact; Nasreen Akhtar 0113 2773330 or Fahima Matin 07712672392

NEW YEAR – NEW BEGINNING

Usually the beginning of a New Year signals change; wanting to lose weight, do more exercise, drink less, stop smoking the list is endless. Sticking to these changes is easier if they fit with your own life and ultimately make you feel good.

ONE YOU is a service which can help you find that balance so you feel better every day. They provide FREE tips, tools, support and encouragement every step of the way. Call 0800 169 4219.

YOUR COMMUNITY

Feeling lonely, wanting to try something new, struggling with debt or everyday life – there is local help available. You can get help/advice for counselling or other mental health issues; fitness (walking groups and more); finance/debt; creative activities and much more. Call Connect for Health on 0113 3876380 for further information or ask one of our receptionists.

CARE NAVIGATORS

You will have noticed that our receptionists have been asking you to provide a brief summary of your problem when calling for an appointment. This is so they can help direct you to the most appropriate person for your problem or provide information on the help you require. Our care navigators (receptionists) may direct you to; minor injuries unit; patient ambassador; inhouse physiotherapy; Seacroft HUB; pharmacy; inhouse alcohol worker; smoking cessation services; weight management services; Connect for health; hospital services. By signposting appropriately we hope to free up more GP appointments. Although still in its infancy this service appears to be working well.

PAIN MANAGEMENT CLINICS

The community Pain Management service is available at both surgery sites and can help anyone living with persistent pain which



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.

could be anything from; persistent headaches, low back pain, post-surgical pain, hypermobility pain and much more. As doctors we know that often medications are not helpful in reducing pain and have many side effects. The pain management team can provide tailored advice and treatment based on an individual's need thus reducing the need for large amounts of pain relief. They use exercise and physiotherapy, as well as self-help techniques such as cognitive behavioural therapy and mindfulness helping people address how pain has changed their lives and how to come to terms with pain that potentially has no cure. If required they can also refer individuals to the hospital pain management clinic for further treatment.

Their main aim is to help people suffering with persistent pain take as much control of their lives as they can. If you suffer with persistent pain ask your GP for an appointment today.

SICK NOTES

Why has my doctor declined my sick note request? Doctors have a duty of care to review patients before issuing an initial sick note and to continually review individuals receiving sick notes at regular intervals. This is to ensure individuals are receiving the best possible care and it provides the doctor with the opportunity to offer support services, changes to medication, expedite appointments, etc. where appropriate. The receptionist will let you know if your sick note has been declined.

Following a hospital stay, outpatient clinic OR A&E attendance your hospital doctor should issue you with a fit note (sick note) if you need one. We strongly encourage all patients not to leave the hospital until they have received their sick note. Not issuing the sick note denies patients the best care and leads to unnecessary duplication and extra work for GPs.

NATIONAL 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 – do it! Below are two such programmes.

BOWEL SCREENING SAVES LIVES

Bowel cancer is the UK's second biggest cancer killer but it is treatable and curable especially if diagnosed early. Nearly 98% of people will survive bowel cancer for five years or more if detected at the earliest stage. compared with 7% diagnosed at the latest.



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 5th February

Tuesday 12th 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

Screening can detect bowel cancer early before any symptoms appear, when it is easier to treat. It can also prevent bowel cancer from developing in the first place by picking up non-cancerous growths (polyps) which could become cancerous in the future. Bowel cancer is the fourth most common cancer in the UK. The aim of the Bowel screening involves a simple test that you carry out in your own home.

- if you're 60 to 74, you'll automatically be invited to every 2 years
- if you're 75 or over, you can ask for a home testing kit every 2 years by calling the free bowel cancer screening helpline on 0800 707 60 60

If you're too young for screening but are worried about a family history of bowel cancer, speak to your GP for advice.

**Our message is clear ...Over 60?
Take the test when you receive it in the post!**

SMEAR TEST

**What is the greatest risk factor for cervical cancer.....
NOT having your smear test!**

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;

- A smear test cannot test for HIV.
- 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 available, contact reception for more information.



Childhood Vaccinations



Vaccination is one of the most important medical services we



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.

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 your child were ill you would want to give them medicine to make them better, don't leave your child unprotected bring them to one of our baby clinics to be vaccinated.

Healthy children are happy children.



Practical tips on attending for the vaccination

Getting vaccinated is quick, simple and can be less stressful for the parent if;

- ✓ **Wear the right clothes** - choose clothes you can remove or roll up easily. Babies under 12 months have jabs in the thigh. Older children have them in the arm. Thin cotton layers fastened with poppers are perfect for babies, and loose or short sleeves are ideal for older children.
- ✓ **Time** - give yourself plenty of time, our baby clinics run on a first come first seen basis, they can run behind. Allow yourself one hour so you don't get stressed.
- ✓ **Stay calm** - if you're anxious, your child may sense this and also become anxious and restless. All our nurses are lovely; they are aware that parents can be worried; if you have any concerns always discuss these with the nurse.
- ✓ **Paracetamol** – it is normal for some babies to experience a slight temperature after the vaccination, be prepared and make sure you have some children's paracetamol with you.
- ✓ **Consent relatives/friends** - if a relative or friend is taking your child for their vaccinations, we need a signed letter of consent from the child's legal guardian stating it is okay for them to have the vaccination.

Vaccination Facts

- It doesn't matter if you miss a vaccination just bring your child to the next available clinic – your child can still be vaccinated.
- Premature babies do not have to avoid or delay their vaccinations.
- Having a history of febrile seizures or convulsions (related to fever) or epilepsy, or there's a family history of such conditions will not prevent your child from being vaccinated.
- Vaccinations do not overload a baby's immune system, no matter how many are given at any one time, babies come into contact with far more bugs in their daily life.
- There is no evidence that homeopathy can protect children against disease and illnesses.
- **MMR** (Measles, mumps and rubella) – Since October 2017

measles outbreaks have been reported in Leeds, Liverpool, Birmingham, Manchester and Surrey that are all linked to ongoing large outbreaks in Europe. Measles is a highly infectious viral illness that can be very unpleasant and can sometimes lead to serious complications. Measles spreads very easily. In fact, it's one of the most infectious diseases known. You can catch measles if you spend just 15 minutes with someone who has the disease.

The MMR vaccination is offered at 1 YEAR and with the Preschool booster at age 3 YEARS 4 months.

Group Reviews

We are excited to announce we will be shortly offering reviews to those patients who attend for routine check-ups. Patients will be able to spend longer (45-60 minutes) with their doctor or nurse, learning from others in the same boat and having a bigger say in what gets discussed at the review.

Patients who do not attend appointments

We are an incredibly busy practice, last month the doctors and nurses at our practice saw 6101. Each month 300-400 appointments are not cancelled by patients and are therefore wasted. This results in increased waiting times for our patients. To try and reduce the number of patients failing to attend appointments we are going to write to these patients.

Each time a patient fails to cancel an appointment we will text/write to the patient. If the patient fails to cancel more than three appointments in a 6 month period, we may consider removing the patient from our practice list.

It is easy to cancel or change your appointment:

Call Surgery - 0113 2409500; Text; Ask for Online Access

Speak to your receptionist

NEW STARTERS



Not quite a new starter.....we would like to welcome Dr Sarah Hilton back who returns from maternity leave in February.

SAY GOODBYE



Dr Emma Haigh is leaving us temporarily....to have a baby! Hopefully she will have time to put her feet up before the arrival.

Dr Michael Wang our GP registrar leaves in February.



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.



