

Dr Penn and Partners Newsletter

Autumn 2015

Issue No 10

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
Cross Gates Medical Centre

Station Road

Leeds LS15 8BZ

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

I am looking out of my window at the vibrant red and orange leaves, a sure sign summer has finished, which reminds me of something else that has finally finishedour new Cross Gates Medical Centre was opened in June! As expected with any new build, there were a few snags in the beginning, and we apologise for any inconvenience caused at the time. We are hopeful that these have been ironed out and services will continue to run smoothly. We are thrilled with the result and we hope you will benefit from receiving your care in premises suited to deliver high quality, up-to-date medical services.

As a practice we try to provide the best possible care for all our patients but on occasions you inform us that this has not been the case. Unfortunately for those of you who use the 'Choices' website to complain, I cannot respond unless you leave your name. Can I ask that those patients who record a complaint on the 'Choices' website, which I check regularly, identify themselves so I can then respond and deal with their problem.

Jenny Taylor
Practice Manager



FLU VACCINATIONS

Flu is a serious illness, especially for those who are vulnerable. It is spread by coughs and sneezes so remember to always cover your mouth. You can catch flu all year round, but it's especially common in winter. It is incredibly important for those patients who are at risk of flu to have their flu vaccination EVERY YEAR. So if you think you are eligible (see end of newsletter for eligibility criteria) book an appointment with the nurse.

Housebound patients; we will be visiting you in October or the community nurse/matron will administer this.



FLU MYTHS

Having the flu vaccine give you flu – No, it does not. Your arm may feel a bit sore and some people get a slight temperature and aching muscles for a few days but not flu

Flu can be treated with antibiotics – No, it cannot. Antibiotics only work against bacteria.

Vitamin C can prevent flu – No, it cannot.

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!

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.

Once you have had the flu vaccine you are protected for life – No, you are not. The viruses that cause flu can change every year, so you need a vaccination each year that matches the new viruses.

If I miss having the flu jab in October, it's too late to have later in the year – No, it is never too late. You can have the flu jab up until March, though the earlier you have it the better protected you will be.

I have had the flu this autumn, so do not need the vaccination this year – You do need it if you are in one of the risk groups (see end of newsletter for list). You could catch another strain of flu or you may have thought you had flu but have not.



A PLEA TO PATIENTS



As a practice we acknowledge that patients sometimes experience difficulties in getting an appointment at their convenience. No appointment system is perfect despite constant monitoring and adjusting to maximise appointment availability. We realise we sometimes get it wrong, but we do our best. There is, however, nothing more frustrating than those who fail to attend an appointment. Not only are these appointments wasted but for the vast majority we are then required to book a further appointment.

Last month a total of 544 appointments were wasted. This means that 91 hours of clinical time were wasted.

Please help us by letting us know in good time if you are not able to attend an appointment. Sometimes other providers of care are better placed to offer the service you require (see attached list for other providers). With your support and consideration we will be better placed to provide all patients with improved access to appointments.



PHARMACY FIRST SCHEME



With winter fast approaching the surgery tends to become incredibly busy and sometimes getting an appointment can be longer than anticipated. Did you know that certain pharmacies (see list attached) are now offering advice and medication, where appropriate, for minor ailments such as coughs and colds?

- No appointment is required, just walk in.
- If you do not pay for your prescriptions the pharmacist can supply you with medication, where appropriate, for specific conditions (see list attached). You must provide proof of exemption.
- If your problem is more serious and needs the attention of a GP, your pharmacist will recognise this and advise you to see your GP.
- By using the pharmacy for common health problems, you would free up more GP appointments and hopefully this would make it easier to get a convenient appointment with your GP next time you need one.

EXTRA APPOINTMENTS OVER WINTER

The practice is currently working together with other GP practices to provide extra opening hours during the winter period. As soon as this has been finalised our patients will be informed.

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.



SHINGLES

Shingles is an infection of a nerve and the skin around it. It starts with tingling or burning in an area of skin, and is followed by the eruption of a painful rash, usually on one side of the body or face, which takes 2 to 4 weeks to resolve.

If your birthday is between 2.9.42 and 1.9.45 **OR** 2.9.35 and 1.9.37 you are entitled to have the new shingles vaccination. Do not delay and book your appointment with the nurse today.

People aged 80 and over are not part of the national programme because it seems to be less effective in this age group.

Please note our nurses can only immunise those patient who are born between the above dates so please do not ask if you know you are not eligible.

IMPORTANT - TRAVEL VACCINATIONS



In order to ensure our nurses can provide you with the correct information for your travel vaccines we are changing the way we operate our travel vaccination procedure. From Monday 19th October any patients wishing holiday vaccinations must follow the procedure below;

- Allow 4- 6 weeks' notice. (If you present with less than 4 weeks' notice the nurse will not be able to do your vaccination. The receptionist will give you a leaflet informing you of other service providers in the area).
- Collect a travel vaccination form from reception.
- Fully complete the form and return to the receptionist.
- The nurse will then contact you, on the number given, to arrange an appointment or to relay information.

ELECTRONIC PRESCRIBING SERVICE



Did you know we can now send your prescription electronically to a pharmacy of your choice. To do this you need to;

- ✓ Register with a pharmacy for electronic prescribing.
- ✓ Request your prescription in the usual way (giving 48 hours' notice).
- ✓ Collect your prescription from your chosen pharmacy.

(Unfortunately we cannot send prescriptions for controlled drugs electronically).

HOSPITAL SERVICES

For your convenience some hospital services will now be delivered from Shaftesbury Medical Centre. Should you require them your GP will offer this to you.

NOTICE BOARDS

We get so many requests to display information in our waiting room that it is sometimes difficult to know what would be most useful to our patients. Could you help your practice by letting us have YOUR thoughts on what YOU would like to see displayed in your waiting room. Let your receptionist know or pop a note into our suggestion box kept at reception.

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 17th November

December – no training

Tuesday 12th January

Tuesday 9th February

Tuesday 8th 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 STAFF

The summer has been a busy time for additions to our team. We would like to welcome our two salaried GPs, Dr Dominic Lees and Dr Sunny Khan. We also have a new nurse, Aimee Simmons and you may have already seen our new receptionist in training, Tracy Burns. Please be patient with them as they are learning our work processes.

Dr Robert Taylor joined us from 4th August as our new registrar. He is a qualified doctor training to work in General Practice.

SAY GOODBYE

We were sorry to say 'goodbye' to Dr Joyce Pieroni who has retired from the practice after nearly 30 years. She worked incredibly hard during this time and we will miss her dearly. She plans to take up cycling - if you look closely you may see her round and about the area staying healthy!



MEET THE TEAM

In each newsletter we will introduce you to a member of the team. Meet Anita Todd and Dr Emma Haigh.

Anita Todd

Hi, my name is Anita and I started working for the practice over twenty years ago. During that time I left the practice on two occasions; to have my son and to help run a licensing business with my husband, however, I always knew the practice was the job for me! I started as a receptionist but now work in the secretarial department which I thoroughly enjoy as it keeps me busy all day.

As well as having a twenty year old son I also have a sixteen year old daughter who keeps me on my toes! I enjoy being a mum and when I get a spare minute or two I like to read.

Dr Emma Haigh

I joined the practice back in August 2013 after completing my training at other GP practices around Leeds. I can't believe I have now been here over 2 years, time has really flown! I was warmly welcomed by the rest of the practice team and I'm feeling very settled now. Since starting I have taken on the role of joint diabetes lead in the practice as well as training to fit contraceptive coils and implants. I enjoy the varied work that general practice offers with the added diversity from working at 2 different sites in the city.

Outside of work I enjoy a range of out-door activities (walking, running, cycling, sailing to name a few) and am currently getting my teeth into a DIY project which seems to take up a lot of spare time!

AT RISK AND ELIGIBLE PATIENTS FOR FLU JAB

- Everyone aged 65 or over by 31st March 2015
- Women in any stage of pregnancy
- Carers, anyone who cares for someone who could not manage without your help if you became ill.
- Children aged between 2 – 4 years.
- 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)
 - 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

This list is by no means definitive.

PHARMACY FIRST SCHEME

Pharmacists who are part of the scheme:

Shaftesbury Medical Centre Pharmacies	Church View Pharmacies	List of Minor Ailments all Pharmacies Cover
Lloyds - East Leeds	Halton Pharmacy	Nappy rash
Lloyds - Harehills Rd	Lloyds Windmill	Verrucae
Lloyds - Harehills Lane	Oakwood Lane	Sore throat
Living Care - East Park Rd	Sainsbury Colton	Skin allergies
Cohens – York Rd	Tesco Seacroft Green	Thrush
Oakwood Lane Pharmacy	Seacroft Pharmacy	Headache
Manichem Harehills	Co-op Austhorpe Road	Toothache
Pharmacy-Harehills Lane	Boots – Selby Road	Athletes foot
East Leeds Pharmacy	Alliance Boots – Moresdale Lane	Mouth ulcers /teething
Co-op Dib Lane	Whinmoor Pharmacy	Back pain
Co-op Lincoln Green		Stomach upset
		Cough
		Oral cold sores
		Indigestion/heart burn

APPROPRIATE USE OF NHS SERVICES

Type of illness	Service	Address/Tel no.	Opening hours
Minor illness; cough, colds, vomiting, sore throat, diarrhoea	Pharmacy First (Ask the receptionist for a minor illness leaflet)	Many locations across the city. See your local directory.	Vary. Some chemists have extended opening hours.
Minor injuries; sprains, cuts, bites, stings, muscle or joint injuries. X-ray facilities.	St George's Minor Injuries Unit	St. George's Centre, St. George's Road, Middleton LS10 4UZ – Tel : <u>0113 392 9801</u> .	8 am to 10.30 pm every day including Bank Holidays but NOT Christmas Day.
Dental problems; toothache, abscess or gum disease.	Contact your <u>own</u> Dentist. If you do not have a dentist contact NHS 111	Vary across the city.	Will vary but all should have emergency out of hours contact numbers.
Symptoms you consider to be more than a minor illness during normal surgery hours.	Shaftesbury Medical Centre Church View Surgery. Appts can be booked at any site.	78 Osmondthorpe lane LS9 9EF <u>0113 2409500</u> Church View Surgery Crossgates Medical Centre Station Road Leeds LS15 8BZ <u>0113 2600021</u>	Monday 7 am-6pm Tues 8 am-7.30pm Weds 7 am- 6 pm Thurs 8 am- 6pm Friday 8am – 6pm Alternate Saturday 8.30 – 10.30
Symptoms you consider to be more than a minor illness outside normal surgery hours.	NHS 111	The surgery telephone system will divert you through to 111	Outside normal practice working hours.
For significant accident and emergencies.			999/ attend Accident and Emergency Unit.