

# Colton Mill & The Grange Medical Centre

Dr Fox & Partners

# NEWSLETTER



Visit our website: [www.coltonmill-thegrange.nhs.uk](http://www.coltonmill-thegrange.nhs.uk)

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## Practice Updates - Winter Team Changes

- We said goodbye to our Operations Manager **Lorraine Long** and Premises Manager **Rod Long** who both retired in October 2018. We wish them well in their retirement
- We would like to congratulate **Laura Cullimore** in her appointment from February 2019 as Assistant Practice Manager following her Business Administration Training since 2018
- We would like to congratulate **Julie Rawlins** and **Debbie Ellis** in their appointment as Senior Receptionists roles from February 2019
- We would like to congratulate **Julie Beer** in her promotion as Nurse Manager following completion of a Leadership programme in 2018
- We would like to congratulate our experienced Medical Receptionist **Lynne Hargreaves** in her appointment as a Prescription Clerk
- We would like to welcome to the team **Amanda Huggan**. Amanda started at the practice in November 2018 as a Prescription Clerk.
- We would like to welcome **Charlotte Brown** to the team. Charlotte started at the practice in November 2018 as a Experienced Medical Receptionist.
- **Dr Barrett** leaves us to go on maternity leave in January to have her 3rd baby, we would like to send our very best wishes!
- In January we recruited 2 new Experienced Medical Receptionists, we would like to welcome **Sophie Monkman** and **Janine Hicken** to the team.
- Our new trainees are FY2 **Dr Kyne** who joined us in Dec 18 and GP Reg **Dr Bukhari** in Feb 19.

If you need urgent care out of hours please call:

[For urgent medical attention call 111](#)

[Call 999 for immediate, life-threatening emergencies](#)

## Patient Participation Group

### The Patient Participation Group aims to:

- Provide an opportunity for patients to influence the development of services at the surgery.
- Gather different patient viewpoints and needs.
- Provide feedback on new and developing services at our practice.
- Provide an opportunity to communicate information about the community which may effect our patients healthcare that they receive.
- Give our patients a voice.

### Ground Rules:

- This group has been established to look at areas of interest.
- It is not a forum for complaints or individual issues.
- All members of the group are asked to be respectful of the views of others, and to recognise that all members of the group have an equal right to express their own views.
- The group will support each other, listen and be flexible.
- All views are valid and listened to.
- The group will start and finish on time and stick to the agenda.

All patients must be registered for the Patient Participation Group if they wish to attend the meetings, if you aren't already and wish to attend the Patient Participation Group meetings, then please ask at reception for a registration form.

**All meetings will be held at Colton Mill MC between 5pm—7pm (see website for dates)**



**Dr Iqbal**

### **Hello 2019 and welcome to the new and Improved you!**

Now that we are well into January/February 2019 I wonder how all your new year's health resolutions are getting along? I suspect that if you're anything like me it fizzled out on day 3 and disappeared into nothingness drowned out by the umpteenth tasks you need to get done. Sound familiar?

Don't despair and definitely don't wait on 2020 on being your year. Why not try Kaizen? Kaizen is a Japanese philosophy where lots of little steps lead to big changes. To make a change in your life you start with a tiny achievable goal. For example if you want to start exercising regularly begin with just 1 minute every day for 1 month. This will be easy and give you sense of achievement. It will also form the foundation of a good habit. You can then increase the time gradually but beware only start with one minute and no longer as the hardest part is staying motivated.

Keep calm and Kaizen!



## Prescriptions

### Meet the team

**Lynne Hargreaves**

Prescription Clerk

**Amanda Huggan**

Prescription Clerk

**Sue Alldred**

Senior Practice Pharmacist

**Hannah Black**

Senior Practice Pharmacist

**Prescription Clerk Colton**

**Tel: (0113) 295 1965**

**Prescription Clerk The Grange**

**Tel: (0113) 295 1882**

We would like to remind our patients that **prescription requests cannot be taken over the phone**. There are many other options for requesting your repeat prescription such as, using **SystemOne online**, ordering through your **nominated pharmacy** or a **written request** into the prescription box, you will find this box allocated in the reception area at both sites.

### The Minor Ailment Scheme

Every year, millions of patients visit their GP with minor health problems that a local pharmacy could help with. By visiting your pharmacy instead of your GP, you could save yourself time and trouble, there is no need to book an appointment, just walk in. This also means that your GP can focus on treating patients who have more severe health conditions. Pharmacists are minor ailment experts and can help recognise and treat many common illnesses. They are able to give free advice and where appropriate, recommend over-the-counter medicines that could help clear up your problem. If the pharmacist thinks that you need to see your GP for your illness, they will advise you to do so.

In some parts of the country, there are NHS Minor Ailment Schemes. These allow pharmacies to provide you with medicines for free on the NHS (if you are eligible), as well as giving you advice and support with your minor ailment.

Anyone who doesn't normally have to pay for their prescriptions from their GP – for example because they are under 16, over 60 or on benefits – is eligible for the Minor Ailment scheme and will not need to pay for the medicine that the pharmacists suggests.

Not all pharmacies in England are part of the Minor Ailments Scheme so here is a list of pharmacies that are covered at our GP practice which provide this service:

- Lloyds in Sainsbury's
- Ben Wilsons Pharmacy or Whitkirk Pharmacy
- Well Pharmacy – Cross Gates Medical Centre
- Well Pharmacy – Cross Gates 42 Austhorpe Rd
- Halton Pharmacy
- Swillington Pharmacy
- Seacroft Pharmacy
- Tesco Pharmacy – Seacroft
- Lloyds Mill Green View

To check for other pharmacies local to yourself visit <https://beta.nhs.uk/find-a-pharmacy/> , enter your **postcode**, click on the 'more details', 'departments and services' tab and look for 'Minor Ailment Scheme' or 'Minor Ailment Service' listed under 'Pharmacy Service (NHS)'.



## If you look after someone then, this is for you project

Hello, my name is Amy and I am the Carers Champion at Dr Fox & Partners.

### What is a Carers Champion and what do I do?

A Carer Champion is a member of staff who supports unpaid carers and acts as a key contact for carer information.

My aim is to improve Carers quality of life by promoting carers own health and wellbeing as well as, recognising and valuing the contribution that carers make. I will be looking at new ways to promote the importance of a carers role to staff and patients and to improve services that the practice offers, to meet the health needs of our carers.



I will be working closely with Carers Leeds and other Carers Support Groups within the Locality to promote awareness of carers and their needs within the practice, co-facilitate the identification of young and adult carers, promote and engage with carers across the practice team, engage in networking appropriate to the role such as, champion meetings or carers support groups, encouraging staff to identify carers and offer support where needed, act as first point of contact for external and internal communication on the subject of carers, identify which services are available to carers in the locality and creating a close relationship with carers, providing a place for them to chat confidentially.

### What is a carer and what do they do?

A carer is someone of any age who provides unpaid support to family or friends who could not manage without their help, due to illness, disability, mental health issues or a Substance misuse problem.

Many people do not recognise themselves as a 'Carer' and this can lead to them missing out on vital support available to them, so please make your GP practice aware if you are...

Do you look after someone due to illness, disability, mental health issues or substance misuse problem? If yes, then you are one of the 72,000 unpaid carers in Leeds. And we are here to help support you.

### Who can help me?

The best place to start is Carers Leeds, who provides a free advice, information and support service on behalf of Leeds City Council. If you want to talk things over, their carers support workers can offer support by listening to you. If you want to know about the services available to you, or what you may be entitled to receive, they can guide you in the right direction. If you don't know where to turn, they can offer advice to help you make the right choices for you. All you need to do is ask at reception for a Carers Pack and a Yellow Card and we can arrange Carers Leeds to contact you via your own preference.





## COMING SOON

### Drop in Smear Clinics

Evening Drop in Smear Clinics at Colton Mill Medical Centre, starting Wednesday 1st April. These drop in clinics will be on the first Monday of each month between 5:30pm and 7pm.

### E-RECEPTION

If you don't have time to call, you can contact us from your computer, laptop or smart phone by completing the online form, which will be available on our Practice Website.

We will only be able to respond to your queries during opening hours. Outside of working hours we will respond the next working day.

Please note that e-reception can only be used by registered patients.

### Training Dates Year 2019/2020

The Surgery will be **CLOSED** on the following dates from 12 noon due to staff training, if you required a Doctor at these times, please call the surgery number and you will be redirected to the out of hours team.

- Tuesday 12th March 2019
- Tuesday 30th April 2019
- Tuesday 21st May 2019
- Tuesday 20th June 2019
- Tuesday 2nd July 2019





## USEFUL NUMBERS:

### Service Aids & Adaptions

- **Care and Repair Leeds - Home Improvement Agency for Older People - Tel: 0113 240 6009**
- **Leeds Community Equipment Service (Assisted Living Leeds) - Equipment for daily living, nursing needs - Tel: 0113 378 3283 Repair Line: 0113 378 3302**
- **Wheel Freedom - Wheelchair/Scooter/Bath lift hire - Tel: 0800 0258 005**
- **Home Plus (Leeds) - Making homes safe, suitable & warm - Tel: 0113 240 6009**

### Wellbeing Services

- **Leeds Hearing & Sight Loss Service - +18 deaf, blind, hard of hearing, blind or partially sighted - Tel: 0113 388 5750**
- **Macmillan Cancer Information Centre—Free complementary therapy sessions - Tel: 0113 206 8816**
- **Touchstone - Mental health and wellbeing services - Tel: 0113 271 8277**
- **Leeds Perinatal Mental Health Service - Mental Health Service for women during and after birth - Tel: 0113 855 5505**
- **Alzheimer's Society Leeds - Tel: 0113 231 1727**
- **Forward Leeds - Alcohol and drug service for adults and young people - [www.forwardleeds.co.uk](http://www.forwardleeds.co.uk) Tel: 0113 887 2477**
- **Bpas - [www.bpas.org](http://www.bpas.org) - Pregnancy advisory service - Tel: 03457 30 40 30**
- **Carers Leeds - Carers Advice Line Tel: 0113 380 4300**

### Mental Health Services

- **Mindwell - [www.mindwell-leeds.org.uk](http://www.mindwell-leeds.org.uk)**
- **Leeds IAPT - [www.leedscommunityhealthcare.nhs.uk/iapt/home/](http://www.leedscommunityhealthcare.nhs.uk/iapt/home/) - Tel: 0113 843 4388**
- **Mind Mate - Young Person Mental Health - [www.mindmate.org.uk](http://www.mindmate.org.uk) - 0113 200 9170**
- **Leeds Bereavement Forum - <http://lbforum.org.uk/> - Bereavement Services Tel: 0113 225 3675**

### Sexual Health Services

- **Leeds Sexual Health Services - [leedssexualhealth.com](http://leedssexualhealth.com) - Order Online test kits, advice and information.**

