

# Colton Mill & The Grange Medical Centre

Dr Fox & Partners



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

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## Practice Updates - Winter and New Year updates

- We would like to welcome to the team **Angela Watkinson**. Angela started at the practice in September 2019 as our Practice Pharmacy Technician.
- We would like to congratulate our Experienced Medical Receptionists **Beverly Colbeck**, **Vicky Hewitt** and Prescription Clerk **Amanda Huggan** on the completion of their Phlebotomy training.
- We would like to welcome to the team **Dr Hammersley**. Dr Hammersley started at the practice in October 2019.
- We would like to welcome to the team our FY2 **Dr Sarah Hopkins**. Sarah joined us in December 2019 and will be a member of the team until April 2020.
- We soon say goodbye to one of our GPs **Dr Iqbal** who will be sadly leaving us in the New Year as he relocates to Newcastle. We wish him every success in the future.
- We would like to welcome to the team Pre-Reg Pharmacist **Emma Fielding** who will be joining the team in the New Year.
- We would like to congratulate GP Partner **Dr Donaldson** in his appointment as GP Lead for Medicines Optimisation.

If you need urgent care out of hours please call:

[For urgent medical attention call 111](tel:111)



## 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)**



### TIPS TO STAY HEALTHY THIS WINTER

- If you start to feel unwell, even if it is just a cough or cold, don't wait until it gets worse— get help from your pharmacist. The sooner you get advice the better, pharmacists are here to help you stay well.
- Eat more fruit and veg. When its cold and dark outside, it can be tempting to fill up on unhealthy comfort food. However, it's important to ensure you still have a health diet and include five portions of fruit and vegetables.
- Drink more milk! You are more likely to get a cold in winter, so make sure your immune system is in tip-top condition. Milk and dairy products such as cheese, yoghurt and fromage frais are great source of, protein, vitamin A and B12 and Calcium which keeps your bones strong.
- Get active indoors. Join a team or physical activity program. There's lots of indoor activities to embrace over winter such as yoga, bowling, dancing and so on.



## 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) 204 8882**

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**, **posting a request to the surgery** or **written request** into the prescription box, you will find this box allocated in the reception area at both sites.

### Third Party Ordering

Pharmacies will not be able to order medicines on your behalf from Monday 23<sup>rd</sup> September 2019. **Instead, you will need to order your repeat prescription directly from your GP practice by:**

- Online ordering through your smartphone app or computer
- Dropping your repeat prescription request off at the GP Practice and place into the Prescription box located in the reception area at both sites
- Posting your repeat prescription request to your GP practice

If you are worried about not coping with this change, please speak to one of our Prescription Clerks who will help advice you.

### Why is it changing?

If you already order repeat prescriptions directly from the GP surgery this change will not affect you. Pharmacies that collect prescriptions from GP surgeries and pharmacies that deliver medications and other items to you will continue to do so.

### What you need to do

Under the old system some patients built up a stock of unused medicines, this could not be stored safely and used within date. The NHS can reduce the cost of waste medicines through improving repeat prescribing systems. The new system is also safer as your GP or health care professional can monitor your prescription more easily and discuss the prescription items that you continue to need at your routine reviews.

### Who can I speak with to get help with this change?

In the first instance contact the GP surgery and speak to one of our Prescription Clerks or, secondly your local pharmacy can inform you about the change.





## Carers Support Clinics at Colton Mill Medical Centre

Hello, my name is Amy and I am the Carers Champion at Colton Mill Medical Centre. I have been working closely with Carers Leeds to set up Carers Support Clinics at the practice for our patients who care for someone due illness, disability, mental health issues or substance misuse problems. These clinics will be held by April who is an experienced Carers Support Worker from Carers Leeds.

April can offer a huge range of support and can help you to:

- Apply for benefits
- Access to carer training
- Get a break
- Find a support group
- Know your rights
- Find a care home
- Access social activities
- Access other support

The clinics will be held every last Thursday of the month, in the afternoon at Colton Mill Medical Centre as of Thursday 23rd January Each clinic will consist of four, 45 minute appointments.

To book one of these appointments you will need to contact our reception team who will be able to book you into the next available clinic.





## New Appointment System—1st December 2019

### Why is there no longer a walk in clinic?

Due to anticipated high volumes of demand during the winter period along with patient and staff feedback we will no longer have walk in clinics. We are still offering the same number of appointments but just within a different booking system.

### How do I book a same day urgent appointment?

From the **Monday 2nd December 2019** we will have a new 'same day urgent clinic' that can be booked at reception, on the phone or online from 8am. The booking system for the 'same day urgent clinic' is only available to book between 8-9am. Please be aware that these clinics have a limited number of appointments and if full then you may be asked to sit and wait, signposted to a pharmacy or local walk in centre.

### What times are the appointments in the same day urgent clinic?

Same day urgent clinic appointments start at 8.30am and the last appointment is usually 10.50am.

### How can I be seen if all the appointments are full?

If the same day urgent clinic is full and you have arrived in reception before 9am, we may be able to offer you a sit and wait appointment if your medical problem is urgent. Please note you may be waiting 2-3 hours. Alternatively, you may wish to attend Shakespeare walk in centre which is located at Burmantofts Health Centre, Cromwell Mount, Leeds LS9 7TA and open 8am-8pm every day.

### Can I get a same day appointment later in the day?

Yes, we do have some on the day routine appointments that are released at 8am. We can also offer you an appointment at Seacroft Hub if available. These are between 6.30-8pm

### How many medical problems can be dealt with in the same day urgent access clinic?

Appointments for the 'Same day urgent clinic' are for ONE medical urgent problem only.

### What if I have multiple (non-urgent) medical problems, can I still attend the same day urgent access clinic?

If you have multiple non-urgent medical problems then please book a routine GP or Pharmacist appointment. It may be more suitable to book a double appointment depending on what needs to be discussed or assessed. Alternatively a telephone review with a GP or Pharmacist may be suitable.

### How do I request a repeat sick note and when will it be ready?

Repeat sick notes will not be issued in the same day urgent access clinic, please request sick notes with our receptionists and allow 48 hours for these to be processed. If employees are off work for 7 days or less, you do not need to give your employer a fit note or other proof of sickness from a medical professional.

### Can I still book routine GP appointments?

Routine appointments will still be available to book online, over the phone or with reception. These can be booked up to 4 weeks in advance.





## 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

- **Mind well - [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.**

### OUT OF HOURS

- **111 NHS OUT OF HOURS**
- **999 MEDICAL EMERGENCIES**

