



DR T FOX & PARTNERS

COLTON MILL & THE GRANGE MEDICAL CENTRE



@COLTONANDTHEGRANGEMC



@MILL_COLTON



COVID-19 VACCINATION TEAM WITH 103 YEAR OLD MARJORIE



OBSERVATION ROOM GMC



GIFT FROM PATIENT

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PRACTICE UPDATES

STAFF UPDATES AND SUCCESS

Welcome to the Team:

- We would like to welcome back to the team **Sarah Alexander**. Sarah returned to the team in March 2021 from maternity leave.
- **Harpal Ryatt**. Harpal is a PCN Pharmacist.
- **Alix Egan**. Alix is a PCN Pharmacy Technician.
- Our current GPs in training **Dr Esohe Obi** and **Dr Sarah Gibbons**.
- **Leanne Beever**. Leanne is our new HCA.
- Our new Reception team, **Abby Heald**, **Julie Drysdale**, **Deborah Bowden** and **Jayne Yearsley**.
- **Bradley Rufus**. Bradley is the Care Coordinator for the PCN.

Farewell and Staff Achievements:

- Congratulations to Senior HCA **Vicky Bottomley** on starting her Nursing Associate Apprenticeship. Vicky started her first placement in March 2021 at St James Hospital.
- Farewell and Congratulations to **Dr Sandhu** as she leaves for maternity.
- Farewell and Congratulations to **Dr Kay** as she leaves for maternity. Dr Kay is due to return shortly.
- Congratulations to Digital Officer **Amy Kot** as she started her WBL (LCC) L3 Digital Marketer Apprenticeship in October 2020.

COVID-19 VACCINATION SERVICE SUCCESS

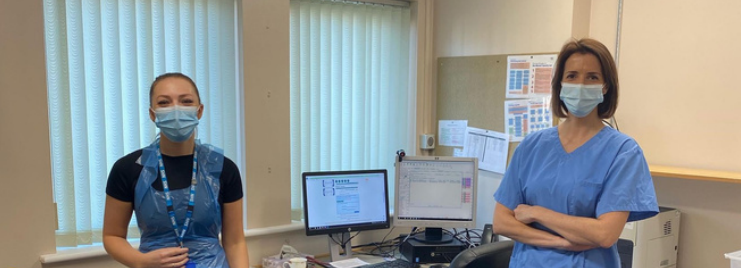
CROSSGATES PRIMARY CARE NETWORKS (PCN)



Our COVID-19 Vaccination Service is provided by a team of GP's, Nurses, Pharmacists, HCA's, Pharmacists Technicians, Administrators, Marshals and Managers working together across 4 practices across our community.

Our COVID-19 Vaccination Services are located at either Colton Mill Medical Centre or The Grange Medical Centre, patients will be advised by our Reception team which location their appointment will take place at when booking.

"To all staff at Colton Mill & The Grange. Just a brief note to say thank you for our COVID-19 jobs. Both sessions were well organised & all the personnel were friendly, polite & efficient. The time & effort to achieve this must have been considerable & has been much appreciated. Thank you!" - Patient Feedback



"I felt very proud to be part of today too. It felt great to be working as a team to roll out such an important positive step at the end of a very challenging year. It was lovely to work with you all" - Dr S Younge Salaried GP

Patient's can keep up to date with our COVID-19 vaccination progress by following us on Facebook or Twitter where we publish regular updates. (social media details on the front page)

COVID-19 NURSING HOME VACCINATION TEAM

Cristina Richita

Deputy Manager at Colton Lodges Nursing Home

Colton Lodges, 2 Northwood Gardens, Colton, Leeds, LS15 9HH



Natalie (HCA Colton Mill) & **Dr Walling** (GP Ashfield & The Grange)
BBC Look North Footage Screenshot

"On the day of the vaccinations, Managing Partner Andrea Mann, Managing Nurse Julie Beer and Pharmacist Harpal from Dr Fox & Partners (Colton Mill & The Grange Medical Centre) provided lots of support. They came prepared with equipment to store the vaccination as required, and we were able to facilitate out treatment rooms for them to give the vaccination to our residents safely.

The care homes vaccination service was really successful, there were no incidents and we planned how the process should take place and tried out best to manage the time effectively. Both residents and their families are looking forward for the second dose of the vaccination and they are hoping that in the upcoming future they will be finally reunited with their loved ones and return slowly to the normality that they are all used to."

PATIENT FEEDBACK

We have received an enormous amount of feedback and we just had to share it with you! ... As a practice we have been truly overwhelmed and humbled to receive such kind words and generous gifts. This has been a challenging time for us all and each and every bit of feedback has heightened the team spirit so, thank you.

"Dear Dr Fox & Colleague,

Just a little line to say ... and i think you have all done a fantastic job getting everyone the COVID-19 jabs. The organisation was brilliant. Everyone was really kind and helpful. A BIG Thank YOU. We have been with the surgery for 61 years!"

"Dear all (Doctors, Nurses, Clerical Staff)

Just a special Thank You for the work that you all do with regards all our needs and supplies.

You guys are wonderful to deal with, and all the help that you give is very much appreciated.

In life I've always treated people with greatest respect. I know that things aren't getting any easier so I thought I would take the time out to send you this letter of appreciation.

Times are hard at the moment with COVID but you guys still continue to provide service which, I believe sometimes don't get praise you so deserve.

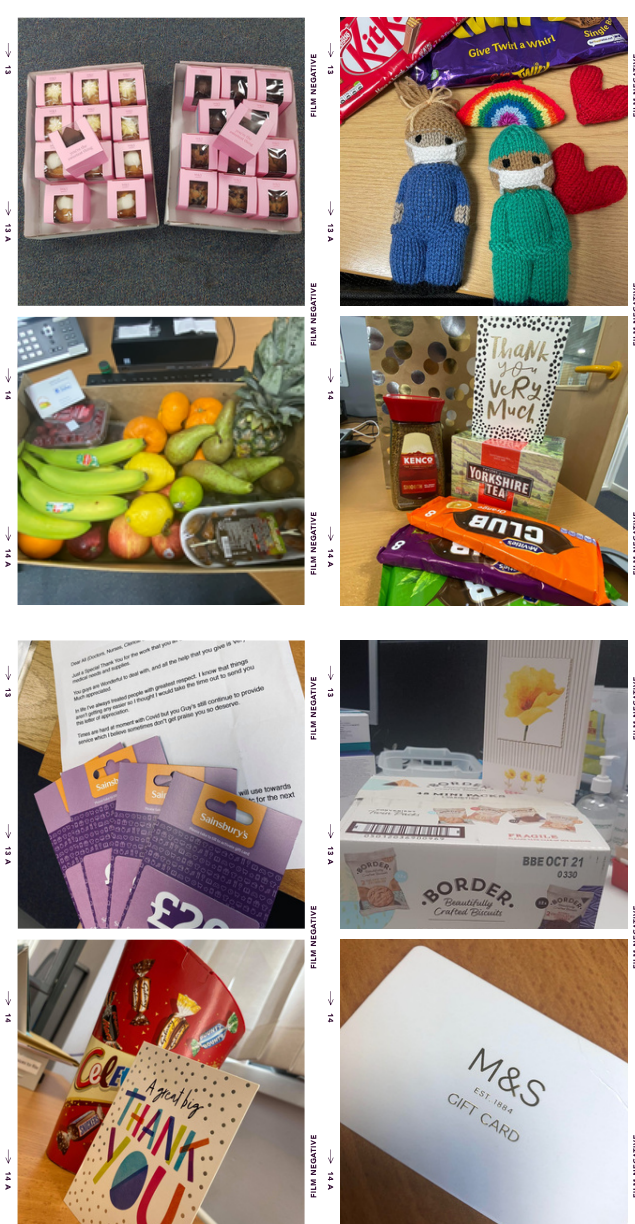
Thank you all at Colton Surgery"

"Dear Dr Fox & Partners

I just want to say a huge thank you to you and your fellow Doctors and colleagues for arranging for us to have the COVID Vaccine so promptly. I and other people I know had the Pfizer Christmas week. Everything was straight forward, and we are all done and dusted, but obviously still very cautious. I feel very lucky and grateful the way we are looked after at our surgery.

Thank you so much

kindest Regards"



COMMUNITY DONATIONS

After a difficult year Digital Officer Amy Kot wanted to reach out to the people who are suffering the most and bring joy to their Christmas so, we team up with **Salvation Army Christmas Present Appeal** to donate Christmas Presents and Toys which will be wrapped and distributed to children whose parents are unable to afford presents this Christmas. We also teamed up with **Leeds South and East Food Bank** at Tesco's Seacroft to donate lots of urgently needed food.

Thanks to our team, we were able to donate 3 large boxes of urgently needed food the Leeds South and East Food Bank. Our Salvation Army donations helped to provide toys for nearly 900 children, as well as providing gifts for the parents and Christmas hampers for the families. The charity were able to give out 80 bags of toiletries, gloves, socks and hats etc. to the most vulnerable of Leeds including those who are homeless and to offer good winter-quality sleeping bags to those who needed them. They were able to provide toys for HMP Leeds Visitor Centre and some board games for the residents at YOI Wetherby. They also continue with the food programme which reached nearly 8,000 hot takeaway meals since early 2020.



Virtual Reception

What is Virtual Reception?

Reception Enquires but online. Patients are able to use the Virtual Reception tab on our website as an alternative to contacting reception via telephone.

*Any enquires or requests sent via Virtual Reception will be responded to by 6pm the following working day.

Find a link to the service below:

 [HTTPS://WWW.COLTONMILL-THEGRANGE.NHS.UK/VIRTUAL-RECEPTION-ENQUIRES-3](https://www.coltonmill-thegrange.nhs.uk/virtual-reception-enquires-3)

What can Virtual Reception help me with?

- COVID-19 Enquires
- Requesting or renewing a sick note
- Access or discuss your test results
- Referral enquires
- Maternity Exemption requests
- Requesting a private letter or medical reports
- Appointment enquires
- Medication Requests and Prescription Enquires



THE RECEPTIONIST CAMPAIGN

We've launched a new campaign to make our community aware of the hate that our Reception team encounter on a daily basis.

We want to ensure that everyone knows we will not accept any abuse or aggression aimed at NHS staff or at our patients.

These posters show (only some) genuine quotes of sarcastic, aggressive, personal and disrespectful comments that our team have experienced during their career as a receptionist. (We apologise in advance for the language you see in these images.)

Our staff, just like you have feelings. *So please be kind, for everyone you meet is fighting a battle you know nothing about.* We must support each other and create mutual respect.

Dealing with people who are abusive or aggressive towards our staff and our patients, takes us away from caring for you. Let's work together to ensure abuse and aggression is

#NotInADaysWork
#bekind #mentalhealthmatters

USEFUL NUMBERS AND LINKS

Practice Website

coltonmill-thegrange.nhs.uk

Practice Contact Number

Colton Mill: 0113 295 1802 / The Grange: 0113 295 1800

Book or manage your
coronavirus vaccination

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

Mental Health
Services

www.mindwell-leeds.org.uk

Leeds IAPT

www.leedscommunityhealthcare.nhs.uk/iapt/home/ - Tel: 0113 843 4388

Mind Mate

Young Person Mental Health - www.mindmate.org.uk - 0113 200 9170

Leeds Bereavement Forum

<http://lbforum.org.uk/> - Bereavement Services Tel: 0113 225 3675

Connect for Health Leeds

<https://www.connectforhealthleeds.org.uk/> Tel: 0113 336 7612

Well-being
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

Tel: 0113 271 8277

Alzheimer's Society Leeds

Tel: 0113 231 1727

Forward Leeds

Alcohol and drug service for adults and young people - www.forwardleeds.co.uk

Tel: 0113 887 2477

BPAS

www.bpas.org - Pregnancy advisory service - Tel: 03457 30 40 30

Carers Leeds

Carers Advice Line Tel: 0113 380 4300

Sexual Health
Services

Leeds Sexual Health Services

Leedssexualhealth.com - Order Online test kits, advice and information.

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

OUT OF HOURS

NHS 111

<https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-use-111/>

MEDICAL EMERGENCIES NHS 999

COVID-19 Advice
Line

NHS 111