

PARK EDGE PRACTICE

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Newsletter April 2018

- What is a triage service?
- Your Local Pharmacy
- Staff News
- Target dates
- Opening times
- Appointments
- Missed appointments
- Accessible information
- On-line Service
- Walking for Health



What is telephone triage?

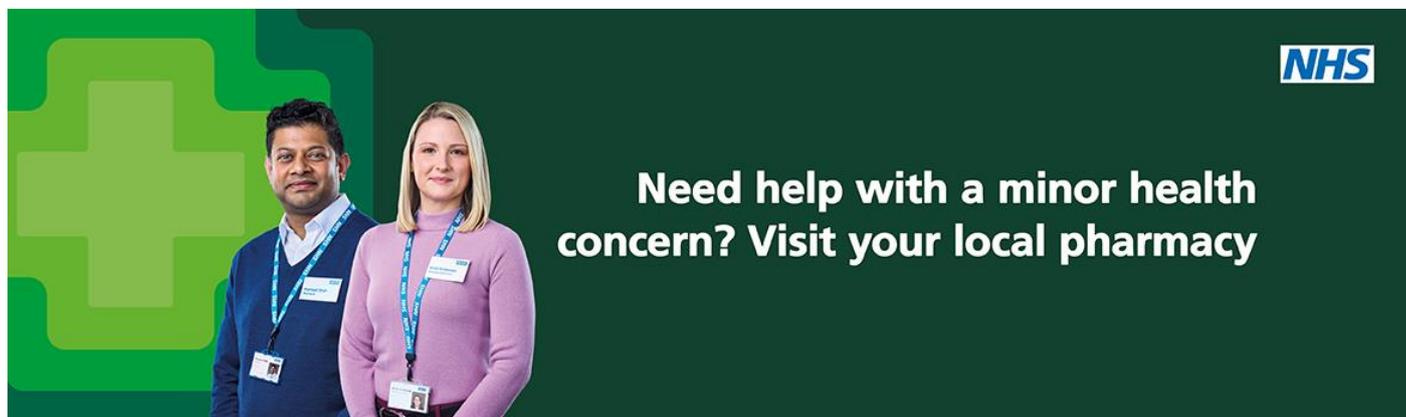
Have you ever wondered what a triage list is? If you ring on a morning for an urgent problem between 08:00 and 10:30 you may be offered a triage call from the GP on duty.

Here's what happens behind the scenes.....

1. Your name will be added to the triage list, with a brief description of your concern along with your best contact number.
2. In some cases, the receptionist may advise an alternative service to you such as the **Pharmacy First service**, where your issue could be dealt with more quickly than waiting to speak to the GP.
3. The doctor or Practice Nurse will work through the list calling each patient and will prioritise urgent cases, but will aim to return your call within 2 hours.
4. The doctor may call certain patients before others depending on the symptoms and the age of the person.
5. If an appointment is required we will allocate you to a doctor best suited to your concern.
6. The doctor can also provide advice and/or a prescription which can be collected from the surgery reception.

Benefits of using the triage system

- The triage system provides same day access to GP or Nursing advice.
- Allows GPs to prioritise the most urgent cases.
- Reduces the amount of appointments wasted due to non-attendance.
- In some cases the patient may not have to come in to the surgery following a triage call if the GP has given advice over the phone and/ or issued a prescription.



Need help with a minor health concern? Visit your local pharmacy

Your local pharmacy is the place to go to get any prescription medicines and clinical advice for minor health concerns. But they do a lot more than that.

As well as helping with common illnesses – like sore throats, coughs, colds, tummy troubles and aches and pains – pharmacy teams can also help with stopping smoking, cutting down on alcohol, advice on safe sex and emergency contraception.

Many pharmacies are open until late and at weekends. You don't need an appointment – you can just walk in.

Most local pharmacies have consultation rooms for private conversations. Your pharmacist can also talk to you confidentially without anything being noted in your medical records, which some people may prefer.

Getting advice from a local pharmacist is the best first step for a minor health concern. But if you think you or your family member are more seriously ill, then a GP or hospital may be more appropriate.

Local Pharmacies who offer Pharmacy first and/or Minor ailments

Asda In Store Pharmacy	Killingbeck Drive		LS14 6UF	0113 2019510
Boots UK Ltd	3 Style Hill Way	Colton Retail Park	LS15 9JB	0113 2608035
Cohen's Chemist	Park Edge Medical Practice	Askett Drive	LS14 1HX	0113 2659976
Crossgates Day & Night Pharmacy	17 Austhorpe Road	Crossgates	LS15 8BA	0113 3180277
Halton Pharmacy	253 Selby Road	Halton	LS15 7JR	0113 2326002
LloydsPharmacy	Windmill Health Centre Pharmacy	Mill Green View	LS14 5JS	0113 2735330
LloydsPharmacy	Grange Medical Centre	999 York Road	LS14 6NX	0113 2323767
LloydsPharmacy	Within Sainsbury's	Selby Road	LS15 9JA	0113 2328675
Mannings Pharmacy	97 Lidgett Lane		LS8 1QR	0113 1661786
Seacroft Pharmacy	868 York Road		LS14 6DX	0113 2645123
Tesco In-Store Pharmacy	Unit 5 Seacroft Avenue	Seacroft	LS14 6JD	0113 3011840
Well Pharmacy	Crossgates Medical Centre	Station Road	LS15 8BZ	0113 2647009
Well Pharmacy	120 Dibb lane		LS8 3AY	0113 2657073
Well Pharmacy	42 Austhorpe Road	Cross Gates	LS15 8DX	0113 2645309
Whinmoor Pharmacy	46a White Laithe Approach	Whinmoor	LS14 2EH	0113 2323177
Whitkirk Pharmacy	7 Austhorpe View	Whitkirk	LS15 8NN	0113 2648038
Your Local Boots Pharmacy	91 Moresdale Lane		LS14 6GG	0113 2645497

Staff News

- Dr Albeyatti our new ST3 (3rd Year) GP Registrar has just recently joined us and will be with us for a year.
- We are joined by Dr M Tasou on Mondays and also Dr Downie whose days are Mondays, Tuesdays and Wednesdays.

The practice is closed on the following dates from 12 noon until 8.00am the next day for staff training, in conjunction with all East Leeds GP Practices.

Tuesday 24 April 2018
Thursday 24 May 2018
Thursday 21 June 2018
Tuesday 10 July 2018
Tuesday 18 September 2018
Tuesday 9 October 2018
Tuesday 13 November 2018
Tuesday 15 January 2019
Tuesday 5 February 2019
Tuesday 12 March 2019

Appointments

Appointments can be made by telephone **(0113) 295 4650**, in person during reception office hours, or on-line. For urgent problems the triage service is from 8am-10:30am Monday to Friday. A limited number of doctors' appointments are pre-bookable up to four weeks in advance. We offer evening appointments for Patients who work or have carers who work. Nurse appointments are pre-bookable up to six weeks in advance. If you are unable to attend, please let us know.

Opening Hours

Monday - 8:00am to 6.30pm
Tuesday - 7:15am to 11:45am (re-opening 1.15pm until 7.15pm)
Wednesday - 8:00am to 6.30pm
Thursday - 8:00am to 6.30pm
Friday - 8:00am to 6.30pm
Saturday and Sunday - CLOSED

Missed Appointments

In March 2018 **167** appointments were missed. This amounts to **40** GP and Nursing hours.
Please let us know if you are unable to attend your appointment.

Accessible information

We want to ensure that you can access and understand information. This applies to patients and their carers who have information and/or communication needs relating to disability, impairment or sensory loss. If you have any information or communication needs, please let us know. If you require this newsletter in large print please ask our Reception Team.

Prescription Charges



Following this year's budget, there has been an increase in the prescription charge by 20 pence from **£8.60** to **£8.80** for each medicine or appliance dispensed. For those who are not already exempt from the charge, the cost of the prescription prepayment certificates (PPC), have been frozen for another year. The 3-month PPC remains at **£29.10** and the cost of the annual PPC will stay at **£104**.

Prescription charges

Single charge: **£8.80**

3 month PPC (no change): **£29.10**

12 month PPC (no change): **£104.00**

- Dental services helpline – **0300 330 1348**
- NHS Low Income Scheme helpline – **0300 330 1343**
- Prescription services helpline – **0300 330 1349**
- Queries about medical exemption certificates – **0300 330 1341**
- Queries about prescription prepayment certificates (PPCs) – **0300 330 1341**
- Queries about tax credit certificates – **0300 330 1347**
- Call **0300 123 0849** to order a paper copy of the HC12, HC5 and HC1 (SC) forms



GP online services Quick, easy and secure

- Book GP appointments
- Order repeat prescriptions
- Access your GP records

Sign up to GP online services and you'll be able to use a website or app to:

- book or cancel appointments online with a GP or nurse
- order repeat prescriptions online
- view parts of your GP record, including information about medication, allergies, vaccinations, previous illnesses and test results

This service is free and available to everyone who is registered with a GP.

How can I start using GP online services?

Follow these steps to access GP online services:

1. Take photo ID (passport or driving licence) and proof of address (such as a utility bill) to your GP practice and tell them you want to start using their online services.

If you do not have any ID then either a member of staff will have to confirm your identity or you may have to answer questions about personal information in your GP record.

2. Fill in the short registration form that you are given by your Practice.

3. Once you have signed up, you will receive a letter with your unique username, password and instructions on how to log in.

I'm not good with the internet – where can I get help?

There are a number of different services for people who need internet training which are provided by local authorities, colleges and charities. The best place to start would be your local library. You can also ask our Reception staff who will gladly help you.

Walking for Health

Health walk around the local community

Wednesdays meeting outside Oakwood Lane Medical Centre 10:00-11:00 followed by refreshments. For more information contact Sharon Dockray: oakwoodlanephc@gmail.com. The Roost: 07835990967

Walking Group

Meet outside St Paul's with a packed lunch. Everyone is welcome.

First Saturday of every month 09:30-14:30 Tel: 0113 2351586

Age UK Walking group

The Age UK Leeds Walking for Health group is open to anyone who is over 50 and living in Leeds. Our health walks take place every Tuesday morning. We offer a variety of routes from 60 to 90 minutes in length and all walks include stops along the way. Walks are FREE and there is no need to book, all are led by friendly, trained volunteer walk leaders as part of the national Walking for Health programme. For more information call 0113 3893007 or email sarah.prescott@ageukleeds.org.uk

Crossgates Walking Group

A gentle walk from Crossgates Library for approx 1 hour meeting every Thursday at 1pm outside Crossgates Library.

Contact Rachel Atherton on rachel.atherton@leeds.gov.uk or call 07891275895