

# PARK EDGE PRACTICE

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## Newsletter March 2018

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Jaya Ryatt MPharm - Hons King's College London 2013 is our in house Clinical Practice Pharmacist who is currently studying towards Independent Prescribing qualification at Leeds University.

### ***What is a Clinical Pharmacist?***

Clinical Pharmacists are qualified healthcare professionals and experts in medicines. The Clinical Pharmacist here at Park Edge can assist you in getting the most out of your medicines. She is available to book appointments to support you in medicine related queries, reviews and to assist in providing the best overall healthcare service possible for your needs. You may be asked to book from time to time with the Clinical Pharmacist to discuss your medication. This allows the doctors to focus their skills where they are most needed and should improve access to doctors appointments.

### ***How can a Clinical Pharmacist help me?***

**Long Term Conditions** – If you suffer from a long term condition such as diabetes, asthma or high blood pressure and take a variety of medication. A Clinical Pharmacist can discuss and review the medication with you and provide you with additional healthy living advice, to help support you in managing those conditions.

**Medication review** - If you are taking medications over a long period of time the Clinical Pharmacist can review your medication annually with you. We can discuss any side effects or potential interactions you may be experiencing and assist you in forming the best solutions, to help you get the greatest health outcomes.

**Upon hospital discharge**- After a stay in hospital you may have a change in medicines? The Clinical Pharmacist can discuss these changes with you and ensure you are clear about your medication.

**Experiencing Side Effects**- If you are experiencing any side effects from your medicines, you can discuss this with the Clinical Pharmacist and work together to find a solution such as changing the dose or changing the medication.



# 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.

### Staff News

- Dr Albeyatti our new ST3 (3<sup>rd</sup> 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 will be Monday, Tuesday and Wednesday.

**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 13<sup>th</sup> March 2018

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 by using SystmOnline (see details below). A limited number of doctors' appointments are pre-bookable up to four weeks in advance. Nurse appointments are pre-bookable up to six weeks in advance. Please make a separate appointment for each person. If you are unable to attend, please let us know. Children should be accompanied by a responsible adult.

### Opening Hours

Monday - 8:00am to 6.30pm

Tuesday - 7:15am to 11:45am (re-opening 1.15pm-7.15pm)

Wednesday - 8:00am to 6.30pm

Thursday - 8:00am to 6.30pm

Friday - 8:00am to 6.30pm

Saturday - CLOSED

Sunday – CLOSED

## Health Alert

### Scarlet Fever Outbreak

**Scarlet fever, also called scarlatina, is an infection that causes a blotchy, pink-red rash. It's most common in young children, but can affect people of any age.**

It isn't usually serious and can be treated with antibiotics from your GP. Once you've had it, you're unlikely to get it again.

#### Symptoms of scarlet fever

Symptoms of scarlet fever develop within a week of being infected.

Early signs include a [sore throat](#), a [headache](#), a high temperature (38.3C/101F or above), [swollen glands](#) in the neck and being sick.

This may be followed by a rash on the body, a red face and a white or red tongue.

Treatment with antibiotics is recommended to reduce the length of time the infection is contagious, speed up recovery and reduce the risk of any further problems. Your GP can usually diagnose scarlet fever by looking at the rash. Sometimes they may use a cotton bud to remove a bit of saliva from the throat so it can be tested.

#### **See a GP if you or your child:**

- has scarlet fever symptoms
- doesn't get better in a week (after seeing the GP), especially if your child has recently had chickenpox
- is ill again weeks after scarlet fever has cleared up - this can be a sign of a complication, such as pneumonia
- Scarlet fever is very infectious. Check with the GP before you go in. They may suggest a phone consultation.

## Nursing Update

**We have recently implemented a new self-injecting contraceptive called Sayanna Press.**

- Sayana Press is a 3-month injectable contraceptive/family planning method - like Depo Provera - except it is packaged differently and is self administered.
- It is 99% effective against preventing pregnancy if used correctly.
- The contraceptive injection is safe during breastfeeding.
- Sayana Press does not protect against HIV/AIDS or other sexually transmitted disease.

#### **Travel Health**

- The practice has implemented a new system for basic travel health information and vaccines.
- The patient is asked to complete and sign a travel form and then a telephone appointment can be booked at a mutual time to discuss travel requirements.
- At times patients may be asked to attend a travel clinic if for example vaccines such as are Yellow Fever are required.
- Please remember to allow plenty of time before travelling to seek advice.

#### **Collaborative Care**

- All patients with long term conditions will be managed through collaborative care.
- Collaborative Care allows multiple long term conditions to be discussed at annual review and ensures the patient is included in action planning and goal setting.
- Collaborative care is based on the patient's best interest and identifies any issues that affect health.

## Missed Appointments

In February 2018 134 appointments were missed. This amounts to 36 GP and Nursing hours. Please let us know if you are unable to attend your appointment.

## Park Edge Practice - Patient Participation Group (PPG)

### What is a Patient Participation Group (PPG)?

A PPG is a group of volunteers and health champions who meet regularly to help their practice improve its services. Every GP Practice has to have a PPG. The group works in partnership with the practice to support health promotion and understand and respond to the needs of all the different patients who use the practice.

**The PPG is a forum to improve the practice, it is not a place to take individual concerns or complaints.** If you have an individual concern, please contact our practice manager.



### What can a PPG actually do?

There are lots of ways that PPGs can support our practice to improve our services, the only limit is your imagination!

- **Patient experience** - Feeding back the experiences of patients
- **Health promotion** - Supporting patient activities such as health awareness days, self-care, walking groups and carers support.
- **Fundraising** - Helping our practice apply for funds that improve the patient experience such as equipment e.g. patient wheelchairs, refreshment machines etc.
- **Information** - Supporting the development of our practice leaflets, online services and newsletters.
- **Critical friend** - Acting as a sounding board for new ideas.



### Why do we involve people in healthcare?

Like every other city in the UK, Leeds has some major healthcare challenges. We want to work with local people to meet these challenges head on. Listening to patients helps us understand people's health needs and can identify innovative and efficient ways of designing, delivering and joining up services.

### Take Part.....

If you would like to take part in our Patient Participation Group please contact the Surgery to register your interest and we will make sure that we invite you to our next meeting.

### Local Services

**Connect for Health** : Call 0113 387 6380 or visit <https://www.connectforhealthleeds.org.uk/> (for help and support accessing counselling, mental health services, fitness groups, activities, community groups, debt, finances)

**One You Leeds**: Call 0800 169 4219 or visit <https://oneyouleeds.co.uk/> (for help to manage weight, physical activity classes, eating well and help to stop smoking)