

PARK EDGE PRACTICE

Tel:01132954650
Fax:01132954663

Dr Harding and Dr Button
www.parkedgepractice.co.uk



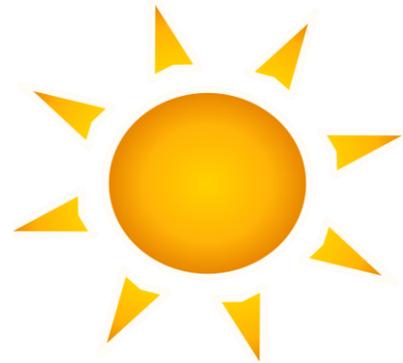
Newsletter Summer 2018

- Summer Health
- Patient Zone- Patient Transport
- Missed appointments
- Accessible information
- Target dates
- Accessible information
- Breast screening programme
- Appointments
- Patient Participation Group

Summer health

Stay safe in the sun - Top advice for being sun safe:

- Try to keep out of the sun between 11am to 3pm.
- Apply sunscreen of at least SPF15 with UVA protection.
- Wear UV sunglasses, preferably wraparound, to reduce UV exposure to the eyes.
- Wear light, loose-fitting cotton clothes, a hat and light scarf.
- Drink lots of cool drinks.
- Look out for others especially vulnerable groups such as older people, young children and babies and those with serious illnesses.
- Never leave anyone in a closed, parked vehicle, especially infants, young children or animals.



Vitamin D

Vitamin D, also known as the sunshine vitamin, is vital to help the body absorb calcium from food and a lack of this vitamin can lead to bone deformities such as rickets in children, as well as bone pain and tenderness in adults. Our bodies rely on creating enough vitamin D during the summer months (April to October) to last a year which is why it's important to spend a little and often time out in the sunshine. The body is unable to produce vitamin D if you wear sunscreen or if you're behind glass but anyone spending longer than 10-15 minutes in the sun should cover up or protect their skin by using sunscreen with a sun protection factor (SPF) of at least 15 to minimise the risk of developing skin cancer.

Hay fever

Speak to your pharmacist if you have hay fever. They can give advice and suggest the best treatments, like antihistamine drops, tablets or nasal sprays to help with:

Itchy and watery eyes, sneezing or a blocked nose.

Patient Zone - Patient Transport

Introducing Patient Zone - for patients using transport with Yorkshire Ambulance Service. Yorkshire Ambulance service has recently launched 'Patient Zone' – an online portal designed to allow Patient Transport Service patients to view, manage and track their transport bookings. Patient Zone is free and easy to use and is available on PCs, tablets and smartphones, allowing patients to:

- See current, future and past journeys.
- Check the details of planned journeys, including the type of vehicle booked for them and whether an escort has been registered.
- Book themselves as 'ready' when they are able to make their journey home.
- Track their allocated vehicle on a real-time map, showing the route taken and the details of the vehicle that will arrive.
- Hold conversations with staff in the communications centres via instant messenger to discuss queries.
- Cancel transport bookings that are no longer required.

If you are interested, please call on 01924 584222 or email patient.zone@yas.nhs.uk for more information or to register.

Missed Appointments

In May 2018 **168** appointments were missed. This amounts to **44** 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.

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.

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

Breast Screening Programme

NHS Breast Screening Programme AgeX Trial

Your local breast screening team is now working in this area, inviting the women aged about 50-70 who are registered in this practice for routine breast screening.

A research trial is also being done to help assess the benefits and risks of screening women slightly younger than 50 and older than 70.

For this research, about half the women aged 47-49 and half of those aged 71-73 are also being sent letters inviting them for screening, plus a leaflet giving them information about the trial.

Women invited by the trial for screening at age 71-73 may well be invited again at ages 74-76 and 77-79.

To assess the effects, screening data will be linked to routinely collected health records held by NHS Digital for all women, whether or not they were invited. Names will be removed before researchers analyse the data.

Further information about the trial and data flow, including information about how to opt out of the study, can be found at www.agex.uk

You can discuss breast screening with your doctor. All women aged over 70 can ask to be screened while the screening team is in the area, regardless of the trial. If you want to do this, the practice staff can help.

New Appointment System (Starting mid-late July)

After listening to feedback from our patients about how we book appointments and manage demand, we have decided to introduce a new system to book appointments. The changes to our appointment system include a higher proportion of appointments available to pre-book and no longer using the triage system for on the day problems. This will give patients easier access to appointments with the GP of their choice and reduce the need to ring on the day (unless there is an urgent medical need). We are planning to start the new system in mid-late July.

Appointments can be made by telephone (0113) 295 4650, in person during reception office hours, or on-line. Routine appointments and telephone consultations can be booked up to 2 weeks in advance with your preferred GP.

If you have an urgent medical need and you cannot wait for the next pre-bookable appointment you may be offered an urgent telephone consultation or you may be asked to sit and wait to be seen by the GP on duty that day. We advise patients to pre-book wherever possible unless your need is urgent and cannot wait.

We offer evening appointments on a Tuesday and early morning appointments on a Thursday for patients who work or have carers who work. We can also offer appointments outside of normal surgery times (evenings and weekends) at the Hubs in conjunction with other practices in South and East Leeds.

Opening Hours

Monday - 8:00am to 6.30pm

Tuesday 8:00am to 11:45am (re-opening 1.15pm until 7.15pm)

Wednesday - 8:00am to 6.30pm

Thursday - 7:15am to 6.30pm

Friday - 8:00am to 6.30pm

Saturday and Sunday - CLOSED



Questions and Answers

Q: If myself or someone I care for falls ill suddenly, will I still be able to access urgent advice?

A: **If your need is urgent you may be offered an urgent phone call or you may be asked to come to the surgery and wait to see the GP on duty.**

Q: I need a sick note, urgently. can I request an urgent telephone consultation?

A: **Urgent telephone consultations are used for patients who need urgent medical advice or treatment. For sick notes please book a routine telephone consultation or face to face pre-bookable appointment. Sick notes can be back dated if appropriate.**

Q: How long will I have to wait if I am offered an appointment to sit and wait?

A: **There may be a significant wait depending on how high demand is for that day. Patients with urgent medical needs will be prioritized by the GP.**

Q: What if the GP asks me to book an appointment in 4 weeks time?

A: **Now that we are only booking 2 weeks ahead you will need to remember to contact us 2 weeks before your appointment is due. This is to try and reduce the amount of missed appointments.**

Q: If the GPs are no longer triaging, why is the receptionist asking about my problem?

A: **Our Reception Team have had specialist Signposting training delivered by Nottingham City GP Alliance to enable them to signpost patients. This involves asking targeted questions and giving information about other services, to help the patient get the best help first time. This may include services such as Pharmacy First, A&E, Practice Nurse, Mental health services and many more.**

Park Edge Practice - Patient Participation Group

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.



Cystic Fibrosis –Wear Yellow Day 2018

The Staff here at Park Edge will all be wearing yellow 22nd June to raise awareness and funds for the Cystic Fibrosis Trust.

The Cystic Fibrosis Trust is the only UK-wide charity dedicated to fighting for a life unlimited by cystic fibrosis for everyone affected by the condition.