



High Field Surgery News

September 2022

Welcome to your Practice newsletter

High Field Surgery News is a new way to help patients keep in touch with developments in the Practice and the services we offer you. We shall aim to write two newsletters each year, which will appear on our website, with printed copies in the surgery reception area and Cohens Pharmacy.

The newsletter is a joint effort involving the surgery and the Patient Participation Group (PPG). More on this later on what the PPG aims to do and how you can get involved!

What's coming up at your surgery

Covid vaccinations will continue with the recently publicised autumn booster programme*. In addition, everyone aged over 50 will be eligible for an influenza jab, and over 65's are being offered a pneumonia jab if they haven't already had one. So your surgery is in for a busy fourth quarter as we meet these demands in addition to continuing our 'business as usual'. We shall aim for minimum disruption but you may find appointment availability is affected and we ask that you please bear with us during these extra busy periods.

* Patients eligible for the Autumn Covid booster and Flu jabs should not contact the surgery. We will invite patients when

you are due. Patients who have a mobile phone will receive a text message invite with a link to allow them to book their appointment online which is quicker for you and helps relieve pressure on the surgery phone lines.

The latest news on the Autumn Booster campaign will be posted on our website at www.highfieldsurgery.com

Patients who are not yet eligible for these NHS influenza and pneumonia vaccinations may enquire at any local pharmacy.

Practice Manager report

High Field Surgery kept face-to-face appointments throughout the pandemic. All appointments with GPs are face-to-face by default. If you would prefer a telephone appointment please ask the receptionist or if booking online type this in the text box and the GP will telephone you instead.

Each year the NHS conducts a GP Patient Survey that feeds into the Integrated Care System (<https://www.england.nhs.uk/integratedcare/what-is-integrated-care/>). Results of the 2022 survey can be found at www.gp-patient.co.uk

High Field scored higher than their ICS average in every question.

- High Field Surgery results have remained stable with the surgery maintaining its position in the top 10% nationally.

- 89% patients say they find it easy to get through on phone.
- 92% found the receptionists helpful.
- 99% have trust and confidence in their professional.
- 88% described the surgery as good.

Patient feedback is also invited from the Friends and Family text message received after an appointment. During the period February to July 2022, 97% of patients would recommend the surgery to friends or family as good or very good based on their most recent visit during the period February to July 2022. The full survey results can be viewed on <https://www.nhs.uk/services/gp-surgery/high-field-surgery/XB86004>

In addition to national surveys we want to hear more about what you think about the service we provide and we aim to issue a short questionnaire with our next High Field Surgery News.

Don't forget that details of our services plus other connected services offered by other agencies, can be found online: www.highfieldsurgery.com

Patient Participation Group (PPG)

Did you know High Field Surgery has a Patient Participation Group? It's known as the PPG, and is made up of people just like you - ordinary patients of High Field Surgery.

We meet regularly with the surgery's Practice Manager and one of the doctors to share views on current services, and listen to the surgery's plans and the issues that may affect patients. This gives us a chance to include our views at the planning stage.



We're looking for more volunteers to join the PPG. We'd particularly like to reflect a wider range of the surgery's patients – people from a wide variety of backgrounds and ethnicities, younger people and those with special needs. We ask only that you are happy to come along and contribute to the meetings* in a constructive and respectful way.

*Meetings will be a combination of online and face-to-face, so you will need access to a reliable internet connection, and be comfortable in meeting others.



The past two years have reminded us all that the future is hard to predict. But with High Field Surgery and the Patient Participation Group working together, we are better placed to manage new challenges as they arise. So if you feel you have something to say and would like to find out more about becoming a member of the PPG, please contact the surgery Reception.

Cohens Pharmacy update

My name is Kostas Iliadis and I am the Pharmacist Manager at Cohens Pharmacy next door to High Field Surgery. We work closely with your surgery and in this first newsletter I want to cover four key services that we offer.



Prescription Delivery Service: We continue to offer a free prescription delivery service to all our patients. If you find it difficult to collect prescriptions due to mobility or other issues, please ask about this service. We operate this on a part-time basis over four days each week so we aim to prioritise our most vulnerable patients.

Community Pharmacy Consultation Service (CPCS): This is a new service giving GP surgeries the option to refer patients to their community pharmacy for minor ailments. When the online referral is made we shall call the patient within a few hours for a brief telephone consultation or face to face. If the issue cannot be resolved with over-the-counter medication and/or advice then the pharmacist will refer the patient on as appropriate.

SMS service: All patients are now notified as soon as their prescription is ready at the pharmacy. Notification is by an automated text message to a mobile number or an automated phone call to a landline as provided by the patient.

Vaccinations: Cohens provides influenza jabs (both NHS and private) and pneumonia jabs on a private basis only.

Before administering a vaccination our pharmacist will conduct a brief consultation with all patients to check suitability, answer questions and discuss whether the vaccination is chargeable.

Pneumonia vaccines will be available as of Friday 23rd September 2022 but only as a chargeable private service. There are two types - one that lasts for 5 years and the other that lasts for lifetime. Depending on age, medical conditions and prior vaccination history patients could be eligible to have either or only one.

Flu vaccines are administered on a yearly basis and for this year we have a walk-in clinic on Friday 30th September 2022. No appointment is needed; vaccinations are on a first come first served basis subject to stock availability.

Please don't hesitate to speak to us if you have any queries or concerns about our service.

(High Field Surgery is not affiliated with, nor do we specifically endorse the services of any local pharmacy. Patients are free to use the pharmacy of their choice for their prescriptions.)

Leeds-wide initiatives / Links to local services

- **Leeds Health & Care Partnership** (LHCP) connects health and care organisations across Leeds who are working together to improve the health of people in Leeds. See www.healthandcareleeds.org for details of the extensive range of health, care and wellbeing support available.
- **Leeds City Council Adult Social Care and Leeds City Council Children's Social Care** offers help in the community. If you're worried about an adult who may need care, or who may be neglected or abused, or if you need information or advice about a child who needs additional support, or if you're caring for a relative or friend and need support yourself, ring the Council's general number: 0113 222 444 for help to find who to speak to.
- **OPAL** (Old People's Action in the Locality) is a registered charity which offers practical and emotional support, social activities and exercise classes for people aged over 60 in the LS16 area north of the A6120 ring road. Tel: 0113 261 9103, or email admin@opal-project.org.uk
- **Forward Leeds** provides integrated support for alcohol and drug abuse, and mental illness, with a single point of contact: 0113 887 2477.

We hope you find High Field News a useful way to keep up to date with developments. If you have any suggestions for inclusion in future editions, please pass these to the surgery Reception.

Notes