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(Reading glasses are available to borrow from Reception to read whilst you're waiting)



An A to Z Guide To

# Aire Valley Surgery

ISSUE 1

JULY 2023

WELCOME TO THE FIRST EDITION OF A NEW NEWSLETTER:

“AN A-Z GUIDE TO AIRE VALLEY SURGERY”

WHAT ELSE IS NEW AT AVS...

### AVATARS

Thanks to Zoe, one of our very able Receptionists/ Graphic Designer, we have had cartoon 'avatars' made of some of our staff.

These cartoons will feature in new posters for our waiting room to help introduce our wider staff team and what they do.

### COLOURING IN

We've recently introduced some colouring-in sheets for our waiting room to help entertain those waiting. The clipboards that they are on and pencils do need returning after use to the reception desk please, as we like to clean these between patients.

### HAY FEVER

When patients ask at the GP surgery for Antihistamines (for hay fever), our staff will advise all patients first about what can be bought at a local pharmacy.

This saves the NHS a lot of money, saves an appointment, saves everyone time, but it is also often usually cheaper for patients too as they cost a lot less than a standard prescription fee.

## A for Appointments

Aire Valley Surgery has a computer based triage system, where patients can request an appointment. Patients can quickly submit their symptoms and get a quick assessment of this by a GP. They then receive a reply are then told how urgently they need to be seen and offered the most appropriate appointment. This has a very fast turnaround.

It is never quicker to come to the front desk or phone, as the Receptionist just completes the same form for you, and it often takes longer for them to ask the questions and then type it up. Many medical problems are of course urgent, and everyone triaged as urgent by the GP is allocated a same day appointment.

Anyone whose symptoms are not medically urgent may be asked to go to a pharmacy for over the counter medication, booked in with a physiotherapist, offered a Mental Health Support call, or may be offered a routine GP appointment in up to a few weeks time. Aire Valley Surgery is always monitoring appointment availability - please be aware that due to various pressures such as the number of urgent cases, bank holidays, Junior Doctor strikes, etc the wait for a routine appointment may be a little longer sometimes.

## B for Blood tests

Blood test appointments are available at the surgery, but there is often a wait of a few weeks.

Some patients prefer to attend Wharfedale Hospital's blood clinic as it's a daily walk in service.

Some patients prefer to book an appointment at the weekend hub at Guiseley. At Aire Valley Surgery there are often last minute cancellations for nurse/HCA appointments, so it's always worth calling/contacting receptionist at AVS early in the morning if you do want to ask for a same day blood test, as we may have some spare!

## C for Clinical Staff - we now have even more!

- Aire Valley Surgery said farewell to **Dr Elaine James** in March 2023, as she left to follow her career aspirations to focus on specialist Menopause support. Simon King who is our Advanced Nurse Practitioner is reducing his hours from 4 days to 2 over the summer. He will now work just Thursdays and Fridays
- Lewis Clarkson** joined the team in April as a full time Physician Associate (PA)- 4 days per week
- Dr Catherine Davies** was appointed to a permanent GP position in July - 2 days per week
- Dr Rebecca Muhl** is starting as a GP in August - 2 days per week.

Overall, the practice will see an increase of extra clinical cover once our new starts all arrive over the summer.

**Dr Charlotte Naidoo** has recently left the surgery (in June).

- Recruitment is underway to replace Dr Naidoo's clinical sessions.

Pharmacist **Annabelle Waterhouse** has been successful in achieving a promotion and so is leaving in August.

- Two new Pharmacists will be joining our team over the coming weeks, providing more capacity for medication reviews which is an increase in capacity.
- We welcome **Esha Manrai** - Pharmacist
- We welcome **Emily Turner** - Lead Pharmacist.

## D for Dementia Support

### D is also for Debt Advice

Our Care Coordinator - Grace has recently put together a series of information leaflets for patients. One is about local Dementia Support available. Another of Grace's new leaflets is aimed at anyone struggling financially with debt or the cost of living and shows where specialist debt support and advice can be found locally. The leaflets are in our waiting rooms and also on our website/news and on our Facebook page.

### Aire Valley Surgery Wordsearch: Just for fun

C	A	F	O	X	M	A	L	E	A	R	E	S	C
G	N	I	E	B	L	L	E	W	A	T	E	E	O
Y	N	O	S	K	R	A	L	C	T	A	L	E	N
A	T	D	D	O	C	T	O	R	D	H	E	A	S
R	O	L	Y	A	T	E	I	T	A	K	W	H	U
G	M	E	D	I	C	A	T	I	O	N	I	M	L
E	A	M	U	H	L	D	A	V	I	E	S	E	T
R	N	E	W	R	O	A	D	S	I	D	E	D	A
T	N	O	D	A	E	Y	D	D	E	R	E	D	T
R	A	W	D	O	N	E	S	L	L	I	M	E	I
A	R	I	Y	O	R	K	S	H	I	R	E	W	O
E	S	H	A	R	P	E	H	E	A	L	T	H	N
N	O	E	G	D	I	R	Y	A	R	D	L	E	Y
E	S	R	U	N	E	C	I	T	C	A	R	P	I

- WELLBEING
- MEDICATION
- YORKSHIRE
- KATIE TAYLOR
- YEADON
- CLARKSON
- YARGER
- MILLS
- NEW ROAD SIDE
- HEALTH
- DOCTOR
- REES
- PRACTICE NURSE
- RAWDON
- LEWIS
- CONSULTATION
- FOXMALE
- YARDLEY
- SHARPE
- DAVIES
- AHMED
- RIDGEON
- REDDY
- MUHL

## E for Extended Hours

Did you know that appointments are available every evening and, weekend? AVS patients are very welcome to book in to see a GP, Nurse and Health Care Assistant, Pharmacist, Physio, etc - subject to availability. The location for the extended hours appointments is the GP practice that is located in Guiseley - called Menston and Guiseley GP Practice and which shares a car park with Morrisons. To book, contact AVS Reception as usual and specify that you'd like to be seen evening or weekend.

## F for Face to Face appointments

Almost every appointment that is booked at AVS can be either phone or face to face. It's up to you! Both forms of consultations take the same amount of time. If you are told that you have a phone consultation, that's just to say that you don't 'need' to come in...but you can! Please simply say that you'd prefer to be seen face to face, and it'll be switched over by Reception.

## G for Grace Clarke

If you're over 65 and would like an appointment to see our Care Coordinator, please ask for Grace at Reception. She can do a non-clinical assessment and help you decide if you would like any support or information. She can then direct you towards support options, information about local services for over 65s or signpost towards community groups, etc

## H for Healthy Minds

Patients who need to speak to someone about their mental health may be offered a phone consultation with Healthy Minds. This is a service manned by specialist advisors and appointments are often available within a week. Please ask at Reception for details

## I for Influenza (flu)

Flu vaccination season starts at the end of September. We encourage patients to come to here to your GP surgery for your flu vaccine and have ordered stocks accordingly for everyone 65 and over or in a group classed as at risk. This year the healthy patients aged 50 - 64 are not eligible. Further details of how to book will be circulated in September.

## J for Job Vacancies

There are currently adverts out for a part time Admin Assistant and a part time Health Care Assistant. We advertise on Indeed and on NHS Jobs, but mainly on our Facebook page which we then share with many of the local Yeadon and Rawdon community groups

## K for Katie Taylor

Katie is our Lead Nurse and an Advanced Nurse Practitioner. Her speciality is managing long term conditions.

## L for Leaflets

A selection of lovely new patient leaflets have recently been produced containing local information for our patients. Topics include Home help vs Home Care, support in your local area, cost of living increase, debt support, Support for carers, types of nursing homes, dementia support, travel vaccinations, how to make a complaint and a price list for letter/reports such as when needed for insurance claims.

## M for Missed Appointments

Patients are sent a text reminder a day or two before their appointment. They can simply reply with the word 'cancel' and it removes their appointment from the system. Did you know that During the month of June, there were **196** patients who missed their appointment?

## N is for Newsletter

We hope that you have enjoyed the first edition of our new look Newsletter. The next Newsletter is planned for September.

## O for Opening Times

Both sites, Rawdon and Yeadon are open weekdays only - from 8am until 6:30pm. The phones divert at 6pm to the evening GP service.

## P for Patient Participation

Aire Valley Surgery has a Patient Participation Group which meets for 90 minutes on a weekday evening every other month. Additional members would be very welcome! If you'd be interested to get involved in reviewing systems and new services, please ask at reception for a PPG leaflet.

## P is also for Physician Associate

Dan Yarger and Lewis Clarkson are not doctors, they are Physician Associates. This means that they are graduates who have undertaken postgraduate training and work under the supervision of a doctor. They perform a number of tasks including:

- taking medical histories from patients
- performing physical examinations
- diagnosing illnesses

## Q for Quieter Times on the Phones

If you call and are in a long queue, please consider trying again between 11am and 1pm or 5pm-6pm when the phone lines are often a little quieter. The Online Receptionist is always the quickest way to get through.

## R for Receptionists

Did you know that Aire Valley Surgery has a team of 18 part time Receptionists?. They are all signed up to a very strict code of confidentiality and have regular training on data protection. All Receptionists work across both of our sites, and all work on a rota of phones, front desk and processing the urgent computer requests.

## S for Shingles

You're eligible for the shingles vaccine when you're aged between 70 and 79. Once you're eligible, you can have the shingles vaccination at any time of year. The shingles vaccine is not available on the NHS to anyone aged 80 and over as it is less effective in this age group.

## T for Training Afternoons

All GP practices in Leeds close completely for staff training once a month from 12 noon. The next dates for this practice are: 14th Sept 2023, 5th Oct 2023, 9th Nov 2023.

## U for Urgent Treatment Centre

Wharfedale Hospital - Otley 8am until 10:45pm  
Patients can get tests like an ECG (electrocardiogram), blood tests or an X-ray. The Centre can diagnose and deal with many common problems such as: sprains and strains, suspected broken bones, cuts and bruises, wound dressing, stomach pain, coughs, colds and breathing problems, vomiting and diarrhoea, skin infections and rashes, high temperatures in children and adults, and mental health concerns.

## V for Victoria Johnson - Practice Manager

Feedback is always very warmly welcomed, both positive feedback to pass on to staff, and also complaints which are always thoroughly investigated in a formal manner. Please address any feedback to Mrs Victoria Johnson in writing.

## W for Wheelchairs

Further to feedback from the Patient Participation Group members, we have recently introduced protected and marked up wheelchair spaces in our Rawdon waiting room.

## X for X-ray

If you decide to attend Wharfedale Hospital for your x-ray, please note they open as follows: between 9am and 12 noon and 1:30pm and 4pm. Patients are asked to call first 0113 3921647

## Y for Yeadon

Our patients can book to come to either site of Aire Valley Surgery. For anyone who isn't familiar with Yeadon, we share a building with Aireborough Family Practice at Silver Lane Surgery. Our reception desk is the one on the right.

## Z for Zinc

For details of Vitamins and minerals that help to form a healthy diet, take a look on the NHS website ([www.nhs.uk](http://www.nhs.uk))

## Riddles: Just for fun

The answers to these riddles can be found on our website - Latest news or ask any of our Reception staff.

What's always found on the ground but never gets dirty?

Where does today come before yesterday?

A cowboy rides into town on Friday. He stays three days, then rides out of town on Friday. How?

What 2 things can you never eat for breakfast?

What is so fragile that saying its name breaks it?