

Ashfield Medical Centre & The Grange Medical Centre

February Newsletter 2022



Drs Walling & Nathan

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NEW APPOINTMENT BOOKING SYSTEM

From **Monday 23rd January** the practice changed the way we manage our appointments. We want to try and better meet the medical needs of our patients in the significantly challenging situation facing the whole NHS.

We also want to make better use of technology to help make things easier for patients and staff. We have removed the 8.15 rush on the telephones which is as frustrating for staff as it is for patients.

Please visit our website for more information, once registered this then make the process for requesting appointments quicker. For those unable to use online tools, please continue to call our reception team who will be able to complete this on your behalf. Nurse appointments still need to be booked either by phoning the surgery or in person at the reception desk. If you are housebound or support someone who is housebound, please request a visit by phoning our reception team, preferably before 11.30am.

We want to thank our patients for their support and patience whilst we establish this new way of getting an appointment. Please be reassured that we are reviewing this constantly to try and iron out any issues which we have identified.

CROSSGATES AND WHINMOOR COMMUNITY HUB



Cross Gates & Whinmoor Community Hub

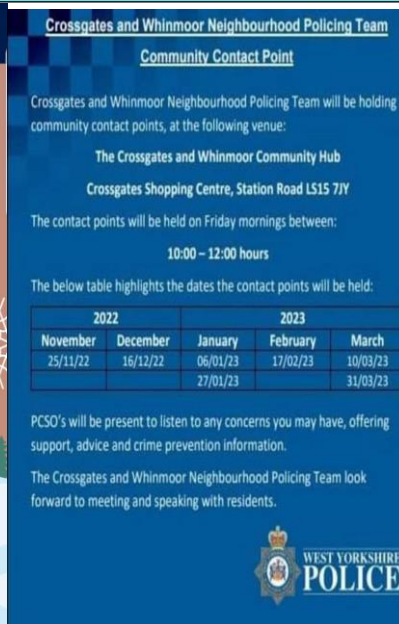
Stay warm at The Hub this Winter

Call in for a free hot drink or warming bowl of soup and a roll, every Thursday and Friday from midday until 2pm.

FREE

We can offer energy saving tips and a member of staff will always be here to talk to.

56 Crossgates Shopping Centre, Station Road, Leeds LS15 7JU
Telephone: 07903 639879 | Email: cwcommunityhub@crossgatesgns.org.uk
Cross Gates & Whinmoor Community Hub is managed by Cross Gates & District Good Neighbours' Scheme CIO
Registered Charity Number 1160095 | www.crossgatesgns.org.uk



Crossgates and Whinmoor Neighbourhood Policing Team
Community Contact Point

Crossgates and Whinmoor Neighbourhood Policing Team will be holding community contact points, at the following venue:

The Crossgates and Whinmoor Community Hub
Crossgates Shopping Centre, Station Road LS15 7JY

The contact points will be held on Friday mornings between:

10:00 – 12:00 hours

The below table highlights the dates the contact points will be held:

2022		2023		
November	December	January	February	March
25/11/22	16/12/22	06/01/23	17/02/23	10/03/23
		27/01/23		31/03/23

PCSO's will be present to listen to any concerns you may have, offering support, advice and crime prevention information.

The Crossgates and Whinmoor Neighbourhood Policing Team look forward to meeting and speaking with residents.



Have you visited the Crossgates and Whinmoor Community Hub, based in the Arndale Centre. They have loads of local information, schemes, advice, clubs and group for all age groups. Please see above some of the schemes they have available. You can visit their Facebook page for up-to-date information or visit them in person

Appointment? Don't need it? Cancel it!

A total of 70 appointments were not attended by patients in January.

This included 58 appointments with our nursing team and 21 with our GP's. This is an extremely high number of lost appointments especially when appointments are so valuable to both our patients and the practice, this means someone that needed an appointment could not get one. If you are no longer able to attend your appointments, these can be cancelled by text message, over the phone or in person

STAFF UPDATES

Staff Updates

We have recently had some lovely receptionists join our team we welcome Kim and Cara to our practice. Both are new to general practice but bring a wealth of experience from other sectors which we have found very transferable to the practice

Chantelle will now move from our reception team into a new role as Practice Support Assistant working between our reception and admin team. Chantelle has been with the practice for a number of years and with her experience she will start to lead with our patient participation group along with leading on other areas for the management team
