

**Spring
Newsletter
2024**

Ashfield Medical Centre & The Grange Medical Centre



- PATCHs
- Staffing news
- Health and Wellbeing
- Find us on Facebook.
- Health Kiosk
- Patient Participation Group
- COVID Clinics
- Repeat Prescriptions
- Missed appointments.
- Training
- Opening hours



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15 Austhorpe Road
Crossgates, Leeds
LS15 8BA
Tel: 0113 2951828**

**The Grange Medical Centre
999 York Road
Seacroft
Leeds
LS14 6NX
Tel: 0113 2951838**

PATCHS

It has now been over a year since we implemented our online system PATCHs. We have received 23,334 requests in this time.

Visit www.amedicalcentre.co.uk to access PATCHs.

New Health and Wellbeing Coaching

HEALTH AND WELLBEING COACHING

We support people to identify and manage existing issues. We will enable exploration of values in relation to health and wellbeing to manage and lose weight, explore the reasons to change health behaviours. Using a range of resources in collaboration with both patient and coach, agreeing what is possible and create goals of the patient's choosing.



CROSS GATES
Primary Care Network

Health and wellbeing coaches support people to:

- ✓ Increase their ability to self-manage
- ✓ Increase their motivation levels
- ✓ Make sustainable healthy lifestyle changes
- ✓ Improve their commitment to change their lifestyle

5 sessions of 45 minutes via video call, face-to-face or telephone. Supporting patients to identify their needs, set goals, and help them to implement their actions.

HOW CAN I ACCESS THIS?

If you are overweight?
Are ready to and commit to change?
Can you commit to sessions?
Can you retain, understand and action goals from each session?
Open to working honestly and collaboratively with the health and wellbeing coach.

Then please mention Health and Wellbeing Coaching at your clinical appointment, request in PATCHs or you can ask reception to book you into the 'triage/intro slots for PCN Crossgates Hub.

Staffing News

We are very pleased to have Gail, Sophie, Sarah and Francesca join our reception team.

Dr Riat has returned from maternity leave and Dr Page is set to return from July 2024.

alerts, national health awareness campaigns, information about local services and groups.

Find us by searching for: **Ashfield and The Grange Medical Centre**



Health Kiosk

We now have Self-Health Kiosk in both reception areas.

The Self-Health Kiosk is a screening kiosk designed to let patients take control of their own health.

Patients registered at our surgery can log in and take standard NHS health checks, take vital signs measurements and questionnaires/assessments for:

- Diabetes
- Menopause
- Asthma
- Blood Pressure
- Oral Contraception
- Anxiety
- New Patient Health Check

There is no need to make an appointment, visit the surgery and use the kiosk whenever its convenient for you during our opening hours.

The assessments take no longer than 10 minutes to complete and are simple to use, providing you with step by step instructions.

Covid Vaccination Clinics

Covid Vaccination clinics are now available to book for:

- People aged 75 years and over.
- Residents in care homes for older people
- Those aged 6 months and over with a weakened immune system

Dates for the clinic are:

- Saturday 27th April
- Saturday 11th May
- Saturday 18th May
- Saturday 25th May
- Saturday 1st June

Please ask our reception team to book.

Patient Participation Group

We would like to know how we can improve our service to you and how you perceive our staff and surgery.

The aim of our patient participation group is to:

- Provide and opportunity for patient to influence the development and services of the surgery.
- To gather patient viewpoints and needs
- Provide feedback on new and developing services at our practice.
- Provide an opportunity to communicate information about the community which may effect our patients healthcare that they receive
- Give our patients a voice.

If you would like to join our PPG please see our reception team or email:

ashfieldmedical.ppg@oulook.com

Patient Participation Group Minutes

Date: 23/4/2024 12-1pm

Location: The Grange Medical Centre

Attendees:

- Chantelle Taylor (Practice Support Assistant)
- PPG Members (8 participants)

AGENDA ITEM	TOPIC
1	Introductions
2	<p><u>PATCHS</u></p> <p>Better communication from triage team letting patients know what clinician they will see i.e Physio, Pharmacy Team, GP etc and which site they will be attending.</p> <p>More information in the waiting area regarding PATCHs and how to access the system. – Members were not aware they can submit a request though PATCHs from 7am online and from 8am via reception until 6pm at night with no cut off time.</p> <p>Happy with current turnaround time.</p> <p>Given more information on additional services we offer such as the admiral nurse, care-coordinators.</p>
3	<p><u>Home Visits</u></p> <p>Informed patient of the criteria for been coded as housebound and that for every home visit it is equivalent of 4 appointments in surgery.</p> <p>Advised in patients who have medical conditions or who are elderly but not registered as housebound we would also pass to our on-call doctor for assessment.</p> <p>Discussed that in some cases if someone is usually fit and healthy but now unable to leave home, they may need an ambulance and that a GP visit does not bypass A&E.</p>
4	<p><u>Phone Supplier</u></p>

	<p>PPG members unhappy with wait times find they are very lengthy and would prefer if they were told were in the queue, they were rather than endless music.</p> <p>Informed PPG we have sourced a new phone supplier and will be making the switch from May onwards – may be teething issues as we settle in</p> <p>Explained the phones are cloud based so will no longer see headsets on the desks.</p> <p>Hope that the new phones will reduce wait times as once capacity has been reached on reception calls will then divert into the hub and then from there to the admin team.</p>
5	<p>Informed PPG that we have new chairs been delivered to The Grange with some with arms as requested in our last PPG meeting.</p> <p>Informed members that we now have Dr Riat back from Maternity leave and that Dr Page will be back in July.</p> <p>The PPG would like a GP/ Partner to attend our next PPG meeting</p>
6	<p>Feedback forms given to those who attended and will be emailed out to those who didn't.</p> <p>Please give feedback on how you feel PATCHs is working and how you feel we could improve our service.</p>
	<p>Next Meeting – Virtual Evening Meeting. October 22nd TBC</p>

Prescriptions on the NHS App

You can now see your prescription on the NHS app, The digital prescription will include your prescription barcode, prescription ID, Items on your prescription, the prescriber details and your nominated pharmacy if you have one.

We hope that this will reduce the need to query your prescription status.

Order repeat prescriptions on the NHS App



Target Training

We close at 12pm on the following days for Target training in line with all South and East Leeds GP practices.

Tues 21/05/24

Tues 04/06/24

Tues 09/07/24

Tues 17/09/24

GP appointment? Don't need it? Cancel it! In April 2024: 23 GP appointments were missed wasting over 3 hours of GP time. Appointments that are no longer needed can be cancelled by text message, online, over the phone or in person.

Opening Times

The Grange

Monday	08:00 - 18:00
Tuesday	08:00 - 18:00
Wednesday	08:00 - 18:00
Thursday	08:00 - 18:00
Friday	08:00 - 18:00

Ashfield

Monday	08:00 - 18:00
Tuesday	08:00 - 18:00
Wednesday	08:00 – 18:00
Thursday	08:00 – 18:00
Friday	08:00 - 18:00

