

WEBSITE

We have a new website:

<http://www.shaftesbury-churchview.co.uk>

You can find useful information about the practice, order a prescription, links to health related websites, general health advice, etc.

Contact details:
Shaftesbury Medical Centre
78 Osmondthorpe Lane
Leeds LS9 9EF
Tel: 0113 2409500

Church View Surgery
2nd Floor
Cross Gates Medical Centre
Station Road
Leeds LS15 8BZ
Tel: 0113 2600021

INTRODUCTION

You have spoken.....we have listened! We recognise the frustrations our patients face when not all patients can call first thing in a morning to get an appointment. We acknowledge the current system does not provide equitable access for all our patients and that we need to make changes to current appointment system. From the 1st October we will be changing our appointments system and operating a total triage system. For more information visit our website.

September is always a busy time for the staff as we embark on our flu and covid clinics. This year there is also a new RSV vaccine, see below for further details.

We couldn't review our services and provide clinics outside normal working hours without the continued support and hard work from our dedicated, caring team.

Julie Sutcliffe
Practice Manager



Flu/covid time is here again! Flu and covid are a serious illness, especially for those who are vulnerable. It is spread by coughs and sneezes so remember to always cover your mouth. You can catch flu and covid all year round, but it's especially common in winter. It is incredibly important for those patients who are at risk of flu/covid to have their flu and covid vaccinations EVERY YEAR.

This year your practice is offering BOTH flu and covid vaccinations together. We will be inviting children and pregnant patients from 1st September. Clinics for all other patients who meet the eligibility criteria will be from 5th October as per NHS guidance.

RSV (Respiratory Syncytial Virus)

This is a common cause of acute respiratory infections which is transmitted via coughing and sneezing or through close contact with an infected person. Symptoms usually include runny nose cough and fever. For infants and older adults the virus can lead to more severe illness and hospitalisation. The new RSV vaccination programme started on the 1st September 2024. Only patients who fit into the categories below are eligible;

- All adults turning 75 years of age on or after 1st September 2024



MOVED?

Moved into the area or leaving the area – have we got your details correct?

If you are unsure whether you are within the surgery boundaries please contact us and we can check.

Community boundaries do apply and assist in ensuring your surgery covers an area which allows the doctor to respond to you, and your family, if and when the need arises in an emergency or home visit.



CONTACT DETAILS

If you have recently changed telephone number, especially mobile numbers, please keep us up-to-date. Without the correct information we will not be able to contact you! You can let us know by using patches our online service which you can find on our website

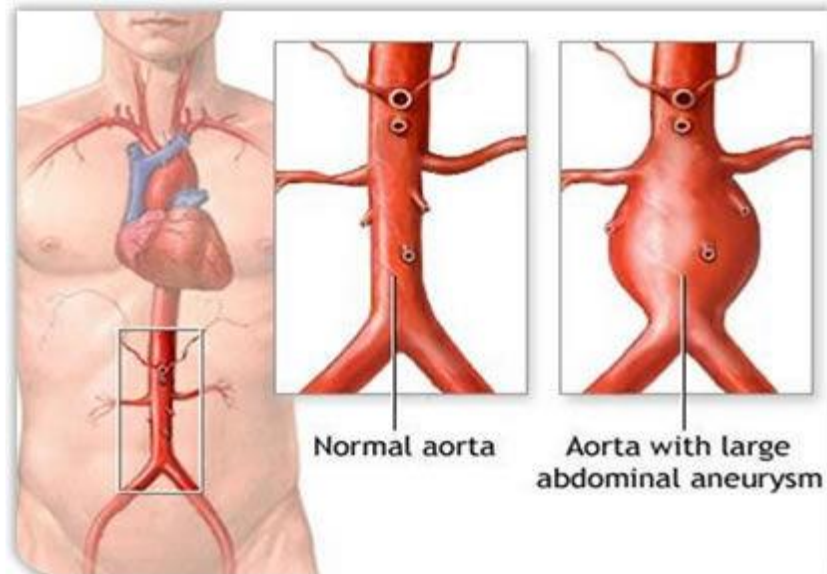
- Individuals 75 – 79 years old
- Pregnant women over 28 weeks of gestation.

If you fit any of these criteria PLEASE contact the surgery to book an appointment.

ARE YOU MALE AND AGED 65 ... IF SO READ ON!

What is an abdominal aortic aneurysm?

1 in 20 men over 65 will have an abdominal aortic aneurysm. This is when the aorta, the largest artery in the body, swells making the artery wall thinner. This can cause blood to leak into the abdomen which can be fatal.



How does screening help?

Screening can detect aneurysms and ensure they can be dealt with appropriately. Screening consists of a simple ultrasound scan (lasting around 10 mins) of the abdomen to measure the aorta. The result is given at the time of the screening. Evidence suggests that if there is no aneurysm at 65 then it's unlikely that one will develop.

Eligible patients will be invited to attend for screening at the surgery during October 2024.

You will not be invited for screening if you are 66 years and over, but you can self-refer for the test by calling 0113 2063640. You must have your NHS number to hand when calling, this can be obtained from our receptionist.

Drop-in Smear Clinic

We have changed the finish time to 6.30 pm. The drop in will now run 5 – 6.30 pm and will still be 1st Tuesday of every month.



PRACTICE TRAINING DATES

The doctors and staff work within an environment that is challenging and constantly changing. To keep up-to-date with knowledge and skills we attend regular training sessions. These sessions are held once a month on a Tuesday afternoon. During these sessions the surgery will be closed from 12.00 pm.

Training Dates;

Tues 17th Sept 2024
Tues 8th October 2024
Tuesday 19th Nov 2024
Tues 21st January 2025
Tues 11th Feb 2025
Tuesday 11th March 2025

Should you need a doctor urgently after 12 pm on the above dates please telephone the surgery and you will be transferred to the out of hours service.

Total Triage

From Tuesday 1st October 2024 we will be changing our appointments system and operating a total triage system. If you are wanting to book a **doctor's appointment** you will need to submit an **online form**. You will be able to access the form from the practice website, shaftesbury-churchview.co.uk

Please note there are no changes to booking nursing appointments. Do not use the online request for requesting a nursing appointment.

What is Total Triage?

This means all requests for a doctor's appointment will be assessed by our GP team to determine if the medical problem is urgent or routine based on the information/symptoms you provide. The triage doctor/care navigation team will also consider if it would be more appropriate to signpost you to an alternative service such as a dentist, pharmacist, optician.

Why have we changed to a Total Triage Appointment System?

We recognise the frustrations our patients face being unable to call first thing in a morning or when they eventually get through all appointments have gone. We acknowledge our current system does not provide equitable access for all our patients as we have been working on a 'first come, first serve basis'. By triaging appointments, a doctor will assess your need to enable us to direct you to the most appropriate service or health professional. All medical requests will be assessed by the doctor based on clinical need not on time of submission. This may mean you are offered; an on-the-day, face-to-face, appointment; offered a pre-bookable, face-to-face appointment within two weeks; given healthcare advice, issued with a prescription or directed to another appropriate health professional such as physio, pharmacist, social prescriber.

When can you submit a form?

You, a relative or carer can submit a form Monday to Friday from 7.30 am to 4 pm.

When will you get a response?

A triage GP will review all the online requests forms from 8.30 am. If the triage doctor assesses your request as needing a same day review, you will be offered an appointment or signposted to a suitable service.

We aim to respond to all routine requests the same day but requests submitted after 2 pm not be processed until the following day. Only contact the surgery if you have not had an outcome for your request within 48 hours.

It is important you provide as much information about your medical problem on the form. This ensures the doctor can assess your request appropriately. If the doctor requires further information, you may be sent a questionnaire asking for more medical information or asked to submit a photo of the problem area.

How will we contact you?

If, after the GP has assessed your form, you require a same day review our care navigators or triage doctor will call you. It is important you let us know your preferred contact number so we can contact you.

If your medical problem is for a routine request we will send you a message with an appointment link to self-book your appointment. If you are unable to receive messages, please let us know on the form so we can call you. If you experience any problems with the link please contact the surgery.



YOUR COMMENTS and VIEWS

Your comments and views are important to us. If you have any suggestions on how our service can be improved, then contact the surgery. We have a suggestion box at both sites and are always interested in your comments. We strive to provide the best possible service for our patients.

NHS APP

Use the NHS App to access your NHS Services, anytime, anywhere. You can request repeat prescriptions, use 111, see your test results and have access to your medical records and more! Use the link below to get started <https://www.nhs.uk/nhs-app/nhs-app-help-and-support>

[NHS App help and support - NHS \(www.nhs.uk\)](https://www.nhs.uk/nhs-app/nhs-app-help-and-support)

What if I do not need an appointment

You can still submit an online request for the following;

- Letter
- Fit note
- Test results
- Medication query
- General admin enquiry

If you are unsure if you need an appointment or not still submit a request which will be reviewed and actioned by your doctor. You will be contacted by the surgery regarding next steps/guidance/advice following your submission.

What if I cannot use a computer or don't have a smartphone?

Our reception team will fill out a form on your behalf. We will also be running some drop-in sessions on how to complete a form online for those of you who may need some help. The drop-in sessions will be held at both Shaftesbury and Church View sites. See our website for dates and times, currently being finalised.

How will you let me know when I have appointment if I don't have a phone?

Please let our receptionists know if you do not have a phone and they will mark this on your request. We can arrange to call a relative or carer if you prefer, you can discuss all this with the receptionist whilst completing the form.

What about nursing and other healthcare appointments?

For all other healthcare professional appointments such as a nurse, please ring the surgery to book your appointment.

Carer's Leeds

The home of support for all unpaid carers in Leeds

If you help a friend or family member due to their illness, disability, mental health issue or a substance misuse problem – you are one of 74,000 unpaid carers in Leeds and Carer's Leeds are here to support you.

If you have any questions or concerns, you can contact their advice line on **0113 246 8338 – opening hours are below**

Mon, Wed, Thu, Fri – 9am till 4.30pm | Tues – 9am till 6:30pm

Drop-in: 6-8 The Headrow, Leeds, LS1 6PT: Monday to Friday – 10:00am till 4:00pm

Interested in being a PPG member? Contacted the surgery to let us know!

The PPG has been meeting now over several years, off and on. We currently have 6-8 members, currently all from the Church View practice, so one of our main aims is to recruit some members from the Shaftesbury practice. It would be great to have some new members, and widen the age range of the group.

Julie and Jenna – Practice Managers – put a lot of effort into making these meetings relevant to events they are keen to improve, for the benefit of both staff and patients. And we get some great biscuits!

We meet once every 3 months to discuss ways of improving both the services offered and raising awareness of these services to all patients. This year we have had some lively discussions with presentations from medical practitioners, promotion of the new appointment system, and brainstorming ways of reducing prescriptions so medication is not stockpiled.

Failing to Cancel Appointments

DON'T BE A DNA!

A DNA is a someone who DID NOT ATTEND an appointment at the surgery and did not tell us beforehand so we could cancel the appointment and offer it to someone else.

Last month our staff had the following patient contacts;

- ✓ 7597 GP contacts
- ✓ 1984 nurse contacts
- ✓ 906 patients were seen by a pharmacist
- ✓ 142 patients were seen by a physiotherapist
- ✓ 34 patients were seen by a social prescriber

Unfortunately we had a large number of DNA's;

- ✗ 213 patients did not attend a GP appointment
- ✗ 244 did not their nurse appointment
- ✗ 41 did not attend their pharmacist appointment
- ✗ 28 did not attend their physiotherapist appointment
- ✗ 7 did not attend their social prescriber appointment

You can cancel an appointment by following methods:

- Speak to a receptionist
- NHS App
- SystemOne online

We will be contacting those patients who persistently do not attend their booked appointments.

Reducing Air Pollution

Poor indoor air quality can lead to a range of serious health issues. It can affect lung development in children, increase the risk of heart disease, stroke and cancer, and worsen asthma symptoms. But the good news is that improving the air quality in your home doesn't have to be complicated.

Taking action: what you can do

Here are some practical steps we can take to improve indoor air quality:

- Choose fragrance-free, milder cleaning products and avoid plug-in fragrances. You can even make your own eco-cleaning products. Vinegar is particularly versatile.
- When decorating, look for products labelled 'low VOC' (volatile organic compounds). These are safer for your health and make cleaning paint brushes a breeze
- Ask guests and family members not to smoke inside your home to protect against second-hand smoke. Contact Leeds Stop Smoking Services if you need support to stop smoking – 0800 169 4219
- Reduce the use of log burners, coal fires, candles and incense. If you use a log burner as your only source of heat, then [burn better](#) by only burning 'ready to burn' certified fuel
- Open windows if you can especially in kitchens and bathrooms but be careful on high pollen or pollution days. Use extractor fans

whilst [cooking](#) and for at least 10 minutes after. Close windows near busy roads during rush hours. See our page on [keeping your home warm](#)

By taking these steps, we can all contribute to making every day a [Clean Air Day](#) benefiting our health and the planet.

Reduce Medicine Waste and Make Your Medication Work For You.

Wasting medicines not only costs money but also harms the environment. Help us protect your health and our planet.

Key Points:

Use Medicines Wisely:

Only order what you need.

Follow your prescribed dosage instructions.

If you don't think your medication is working for you, or your health priorities have changed, please discuss this with your doctor or pharmacist.

Check Before You Order:

Always check your current supplies before ordering more.

Avoid stockpiling medicines.

Proper Disposal:

Return unused or expired medicines to your pharmacy for safe disposal.

Never flush medicines down the toilet or throw them in the bin.

Practical Tips:

Keep a medicines list to track what you have.

Set reminders for taking your medication to avoid missing doses.

NEW STARTERS




We have had three new starters in our reception team, Jo, Lindsay and Shannon. If you speak with them please be patient as they are learning. We have a new starter in IT, Sharon who has come from a previous practice. We have a new admin assistant Deya.

Louise has rejoined the practice. Some of you may remember Louise who has previously worked with the practice.

Leavers

We said goodbye to Vic one of our reception team who is leaving to follow her dream of becoming a nurse. Also our Emmie, who has worked at the practice

for over 19 years, we are all very sad to see her go  .

