

The Grange Cares

The newsletter for patients



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Davinder Singh, Practice Manager

Welcome to the first edition of The Grange Medical Practice newsletter.

Our team know how important it is to have great access to healthcare, and we've made some changes to make it easier for you to see healthcare professional. We've extended our opening hours – we're now open from 8am until 8 pm on Mondays to Thursdays, 8am until 6:30pm on Friday,

and also offer weekend appointments. This means you can visit us at a time that works better for you. We've introduced an online booking pathway. You can use **PATCHS online**,

continuously from 6am on Monday until 6pm on Friday evening to tell us about your symptoms or concerns, right from home. For those less digitally able, we've improved our telephone access. We strongly believe everyone should experience great access to healthcare.

“Thank you for trusting us with your healthcare. We're here for you and excited to keep helping you and your family.”

Our patients are at the heart of everything we do and patient suggestions, thoughts and comments help us get even better. We'd love to hear from you about how we can improve, feel free to get in touch via grange.admin@nhs.net.

Practice Updates

Notice board improvements

We refreshed our notice board with updated information on our services and easy-to-understand signage.



Telephone Access Improvements

We're committed to making it easier for you to reach us. Thanks to our **Practice Patient Participation group** feedback, we've improved our telephone system, reducing wait times to an average of **under 3 minutes**.



Warm Welcome

We've updated the signage at the front of our practice to make it easier for patients to locate us and feel welcome and to ensure a positive first impression when you visit.



We're here for you evenings and weekends

appointments until 8PM on weekdays and additional slots on weekends



Practice News

DEDICATED CARE COORDINATORS

We've established a Designated Care Coordinators Team to provide you with best possible care and support.

[Read more](#) → [#nurse](#) [#equitablecare](#)



TACKLING HEALTH INEQUALITIES

We address inequalities factors arising from crucial disparities to ensure everyone receives equal and personalised care.

[Read more](#) → [#healthinequalities](#)



COMMUNITY ENGAGEMENT EVENTS

We have made it our mission to address health inequalities through dedicated outreach by hosting events at local community centres.

[Read more](#) → [#cancer](#) [#earlyscreening](#)



SUSTAINABILITY AT THE GRANGE

We are committed to being a sustainable practice and reducing our environmental impact.

[Read more](#) → [#cancer](#) [#earlyscreening](#)



Your Partner in Proactive Care

We understand that navigating complex healthcare needs can be overwhelming.

That's why we've established a Designated Care Coordinator Team to provide you with best possible care & support.



Linda

Christine

Tehmina

"We go beyond reactive care by taking a proactive approach prioritising prevention"

Our concierge-style service supports our most vulnerable patients with frequent comfort calls and streamlines appointments fortnightly, or monthly depending on patients' specific requirements.

To learn more about this service and eligibility visit our website or ask at the reception

Learn more



"Our dedicated team works closely with GPs, nurses, and other services to ensure a seamless experience, so no one feels lost or overwhelmed. Your care is our priority."

Benefits of having a Care Coordinator



Improved Communication

Bridge the gap between you and the healthcare practitioner, and ensure everyone is on the same page about your care plan.



Reduced Admissions

They will proactively help you monitor and analyse, which would prevent unnecessary hospital visits.



Hospitalization Protection

Extensive coverage for hospital stays, surgeries, and medical treatments, offering financial peace of mind during challenging times



Empowerment

Our Care Co-ordinators will equip you with the knowledge and resources to help you manage your health effectively.

National health inequalities



Lower COVID-19 and flu vaccination uptake rates are noted among Black, Pakistani, and Bangladeshi populations in the UK, often due to mistrust, lack of culturally sensitive information, and access barriers. (Gov UK, 2021)

We identify this in our practice and conduct culturally sensitive outreach programmes in local communal hotspots and community centres to build trust and address concerns about early diagnosis and access barriers.



South Asians are at much greater risk of developing Type 2 diabetes than the general population. (Diabetes UK, 2022)

To tackle this, we introduce diabetes prevention workshops tailored to dietary and lifestyle habits, provide multilingual educational materials, and conduct free screening sessions for early diabetic detection.

Black men face a significantly higher risk of prostate cancer, with a 1 in 4 lifetime chance compared to 1 in 8 for White men. Early detection remains crucial. (Prostate Cancer UK, 2023)

To spread awareness about this, we partner with local health community groups to raise awareness and offer priority access to screenings for high-risk individuals.



Kathryn Iredale
Advanced Nurse
Practitioner

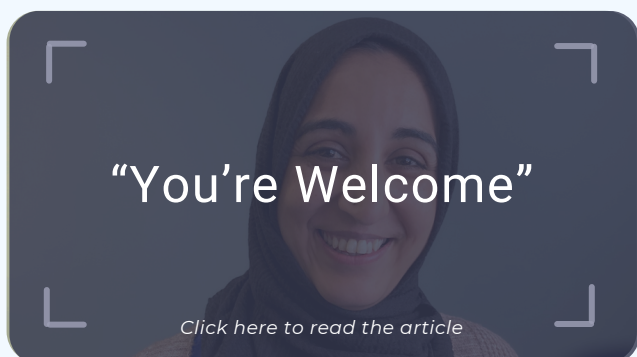
“ South Asian community is quite private so sometimes they're late in coming to us ”

Community-Centred Care

We're Helping Our Community Stay Healthy

We believe everyone deserves great healthcare. We're making sure that all of our patients, including those from different backgrounds, have the support they need.

"The Doctors Magazine" by British Medical Association (BMA) has covered our journey in an beautiful article



Reaching Out to Everyone

We know some people can feel unsure or nervous about visiting the doctor, especially if they don't speak English as their first language. That's why we offer **translation services**, so everyone can feel comfortable and understood.

[Read more](#)



Connecting with the Community

We also work closely with local groups and community leaders to spread important health messages. This includes tips on how to stay active, eat healthy, and the importance of regular check-ups. Our goal is to help you live a healthier life, no matter where you come from.

"These events allow us to understand the unique needs of our patients. It's about much more than medical care – it's about listening and empowering people to take charge of their health."

Dr. Ilyas Ahmad,
Health Inequalities Lead



Dr Ilyas Ahmad
General Practitioner

"Hearing people stories will help us better understand their needs, provide more effective support, and create an environment of trust and empathy."



Pavanjit Kaur
Advanced Nurse
Practitioner

“ You build a relationship with the patients and they learn to trust you. ”

PATCHS Health 24/7



Using PATCHS is like having a direct line to your GP, minus the waiting. You can share your health concerns in just a few clicks. Many patients tell us how much they appreciate the speed and ease of PATCHS, saying it saves them time and makes accessing care less stressful.

“Really clever idea which minimises the need for unnecessary practice visits.”

We’re committed to making healthcare as smooth and accessible as possible for you. It’s quick to set up and easy to use.

At The Grange Medical Practice, we understand how busy life can get, and finding the time to visit or call the surgery isn’t always easy.

That’s why we’ve introduced PATCHS Health 24/7, a simple and convenient way to connect with us online. Whether you’re feeling unwell, need a prescription, or have a question about your care, PATCHS allows you to send a request to the surgery at any time at your convenience.



To give PATCHS a try, visit our website and click the PATCHS Health link. It’s quick to set up and easy to use. Your health matters, and with PATCHS, help is always at your fingertips.



PATCHS user

“PATCHS was quick and easy to use and I think it is an efficient way of contacting the surgery without long waits on the telephone.”

Or ask at reception to setup your Patchs account



Click Here to Contact Your GP Online

Answer a few simple questions and PATCHS will get you help quickly.
Health advice, fit notes, and more...

NHS Health Checks

Between 1st Dec 2023 and 1st Dec 2024 we did **1389 NHS Health Checks.**



What Happens at Your NHS Health Check?

“At your NHS Health Check, we’ll ask about your lifestyle, family history, and measure your height, weight, and blood pressure. A blood test will check your cholesterol, kidney functions, and blood sugar levels.

*Using these results, we will calculate your **risk of diabetes, heart disease, stroke, or kidney disease over the next 10 years.** We’ll then discuss your results and give advice to help improve or maintain your health.”*

Our nursing team identified

30 new

Hypertensive, &

17 new

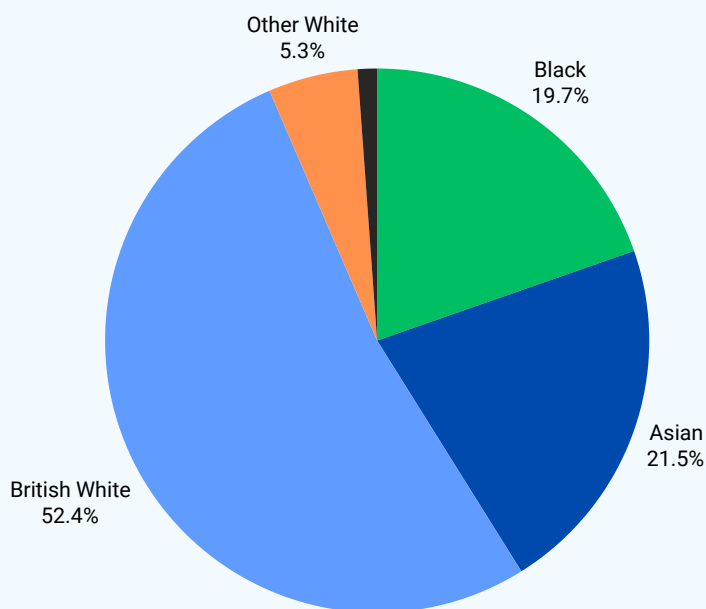
T2 Diabetic

patients

Why NHS Health Check is important?

NHS Health Check can spot issues like high cholesterol or blood pressure levels early, often before you notice symptoms - so you can take action and stay healthy.

“Prevention is better than cure”



Ethnicity group of NHS HC attendees



We are committed to sustainability and reducing our environmental impact

To learn more about our initiatives to promote sustainability and minimise environmental impact,

CLICK HERE



Our commitment extends beyond sustainability; we strive to provide exceptional patient care within an environment that is both socially and environmentally responsible.

At our practice, we are dedicated to becoming a sustainable organisation and taking meaningful steps to protect the environment. We believe that everyone has a role to play in safeguarding our planet, and we encourage our patients to join us in these efforts.

We are actively working to:

- Reduce waste and improve energy efficiency.
- Minimise the use of paper and plastics by promoting online services.
- Responsibly source the products across all aspects of our operations.

“This practice is delighted to be signed up to the Green Impact for Health Toolkit and is actively taking steps to reduce our carbon footprint.”

Greener Practice
www.greenerpractice.co.uk



Register with us



Scan above or [click here](#)
to register with us



If you are already registered join
our


Patient Participation Group

and help enhance services for the
patients and local community.

[Click here](#) to go to
google form



Get in touch:

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