

# New Cross Surgery Newsletter

## January 2019



Contact Number: 0113 4677511

Website: [www.grangemedicare.co.uk](http://www.grangemedicare.co.uk)

### Welcome

Hello & a very happy New Year to all our patients. Welcome to the January edition of our Practice Newsletter.

The purpose of this newsletter is to provide patients with any news, information or forthcoming events. If you have any suggestions as to what you would like to see in your newsletter please inform a member of staff.

### Long-Term Condition Reviews

If you suffer from a long-term chronic condition (i.e. diabetes, asthma, COPD, CHD, Hypertension) and you have received 3 letters from us please contact the practice at your earliest convenience to make an appointment.

We would like to stress the importance of these reviews.



They can help you to manage your condition and ensure that you are on the correct medication.

### Missed Appointments December 2018

During December 2018 a total of **77 appointments were missed** equating to **over 19 hours of wasted GP and nurse time.**

We appreciate there are many reasons why patients fail to attend appointments – they feel better, they are scared, transport problems or they simply forget. Whatever the reason, it is important you contact us to cancel or rearrange your appointment.

### Have you found us on Facebook yet?

New Cross Surgery has a page on Facebook! Please find us and give us a 'like' to keep up to date with Practice News.



### Included in this update

- Welcome
- Long-Term Condition Reviews
- Extended Access Hubs
- Missed Appointments
- Friends & Family Test – Dec '18
- Date for your diary
- National Health Campaigns
  - Cervical Cancer Prevention Week
- Fundraising – Elf Day
- Patient Representative Group

### Extended Access Hubs

Evening & weekend appointments are now available with GPs, practice nurses and other healthcare professionals for routine pre-booked services.

If you;

- Find it difficult to attend an appointment during the working day
- Are a busy parent with small children; or
- Rely on working carers to take you to appointments;

Then this is the service for you.

Appointments must be pre-booked (this is **not** a walk in service) through your own GP practice and appointments are held at one of our locality hubs; either St George's Centre, Middleton or Seacroft Hospital.

Please speak to our reception team for more information or visit <https://www.leedsccg.nhs.uk/health/services/extended-gp-appointments/>

**Please help us to reduce missed appointments: contact us if you cannot attend**





How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

## The Results are in for December 2018;

170 patients in total responded to the above question as follows:

Extremely Likely/Likely	★★★★★	157 Patients
Neither Likely or Unlikely	★★★	2 Patients
Unlikely/Extremely Unlikely	★	11 Patients
Don't Know		0 Patients

*In Summary:*

*93% would recommend our practice*

*1% neither/don't know*

*6% do not recommend*

### Date for your diary

**Tuesday 15<sup>th</sup> January 2019:**

Practice closed from 12 noon for City Wide Staff Training

**If you need urgent care out of hours please call 111**

**Call 999 for immediate, life-threatening emergencies**

**NHS Choices visit: <https://www.nhs.uk/> for further information on services locally for urgent care, pharmacies, Minor Injuries Units and A&E**

### National Health Campaign – January 2019

**Cervical Cancer Prevention Week: Monday 21<sup>st</sup> – Sunday 27<sup>th</sup> January**

How can you reduce your risk of cervical cancer?

We want to ensure all women and people with a cervix know how cervical cancer can be prevented. This means;

- Attending cervical screening when invited
- Know the symptoms of cervical cancer and seeking medical advice if experiencing any
- Taking up the HPV vaccination if aged 11-18
- Knowing where to find support and further information



Speak to our practice nurses today for more information on the cervical cancer screening program or visit <https://www.iostrust.org.uk/> for more information.

### Fundraising Elf Day – Alzheimer's Society



New Cross Surgery participated in the Elf Day for Alzheimer's Society on Friday 7<sup>th</sup> December 2018.

Staff were dressed as elves, Christmas music was playing, mince pies were being gobbled and patients were winning fantastic prizes on the Christmas present tombola.

The day was a great success and we managed to raise a whopping £215.00!!!! Thank you to all patients who came along and contributed to this fantastic cause.

### New Cross Surgery – Patient Representative Group

During December members of the New Cross Patients Representative Group (PRG) were given the opportunity to meet representatives of the Moorfield (Garforth) and Colton Medical practices - the new providers of GP services at New Cross Surgery with effect from 1st April 2019. The enthusiasm for the future prospects at New Cross Surgery shown by Dr. Sultan and her team was most encouraging and re-assuring. Members of the PRG were given the opportunity to discuss issues and aspects of future care with Dr. Sultan and the responses received were very positive.

All those members of the PRG who were present gave Dr. Sultan a very warm welcome and they felt that she was pleased to be able to return to New Cross Surgery.

