

# New Cross Surgery Newsletter

## December 2018

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

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### Welcome

Hello & welcome to the December 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.

### Update on the Practice Procurement & New Providers

Since October 2017 NHS Leeds Clinical Commissioning Group (CCG) has been undertaking a procurement exercise to identify a new provider or GP service for the practice. Grange Medicare Ltd is the current provider of the contract and their contract was due to expire on 31<sup>st</sup> October 2018.

Following a rigorous and national procurement process the CCG were unable to award their contract and Grange Medicare Ltd agreed to extend the current contract until 31<sup>st</sup> March 2019 to allow the CCG time to source a more local provider within the Leeds area.

The CCG attended the practice on Tuesday 13<sup>th</sup> November 2018 to advise staff and members of the Patient Representative Group the outcome of this second procurement process.

From 1<sup>st</sup> April 2019 Moorfield House Surgery & Colton Mill Medical Centre will be the new providers of GP services at New Cross Surgery. This is fantastic news for the staff and patients and the three practices are keen to engage positively to ensure that the transition period runs smoothly for all involved.

As this transition process develops patients will be updated regularly via our website, Facebook post and our newsletter.



## Staffing update

### A big welcome to new staff

A big welcome to all our new staff - it's a pleasure having them working as part of our team at New Cross Surgery.

**Dr Daniel Rose (m)** joined us permanently mid-October. Dr Rose works all day Tuesday's and half day Thursdays.

**Dr Ayesha Shoaib (f)** is a long term Locum GP and started with us on 1<sup>st</sup> November 2018 and has really settled into the team well. Dr Shoaib works on Tuesday, Wednesday, Thursday and Fridays.

**Dr Sulthana Ahmed (f)** is a long term Locum GP and started with us in October 2018. Dr Ahmed works Fridays.

**Dr Punam Prasad (f)** is a long term Locum GP and started with us in November 2018. Dr Prasad works on Thursdays.

**Dr Assim Rafiq (m)** is a long term Locum GP and started with us in November 2018. Dr Rafiq works on Mondays.

### A fond farewell ....

After 25 years at New Cross Surgery, Dr Iqbal Ahmed bade farewell to his colleagues and patients at a surprise leaving party we held in his honour here at New Cross.

Dr Ahmed said he had been privileged to work in Rothwell and will miss both patients and colleagues as he moves on to pastures new in Hemsworth, Pontefract.

All staff and patients at New Cross wish Dr Ahmed all the best in his new role and he will be greatly missed by all.

## Flu Campaign 18/19

Flu vaccinations are now available to book with one of our practice nurses.

Flu can affect anyone but if you have a long-term health condition the effects of flu can make it worse even if the condition is well managed and you normally feel well. You should have the free flu vaccine if you are:

- Pregnant
- Aged 65 years or over
- Have a long term chronic condition
- Living in a residential or nursing home
- The main carer of an older or disabled person
- Immunosuppressed
- Children of a certain age – please ask at reception for details

Please call the surgery now on 0113 4677511 to book your free flu vaccination. If you have received your flu vaccination elsewhere, i.e. at your workplace, at the pharmacy, or, you would like to refuse your flu vaccination, it is important you let us know so that we can update your medical records.

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*A big welcome to our new members of the team:*

*Dr Daniel Rose  
Dr Ayesha Shoaib  
Dr Sulthana Ahmed  
Dr Punam Prasad  
Dr Assim Rafiq*

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## Friends & Family Test Data – November 2018

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 November 2018;

258 patients in total responded to the above question as follows;

<b>Extremely Likely</b>		173 Patients
<b>Likely</b>		57 Patients
<b>Neither Likely or Unlikely</b>		12 Patients
<b>Unlikely</b>		4 Patients
<b>Extremely Unlikely</b>		10 Patients
<b>Don't Know</b>		2 Patients

*In Summary:*

*90% would recommend our practice*

*5% neither/don't know*

*5% do not recommend*

## Missed appointments November 2018

During November 2018 a total of **100 appointments were missed** equating to over 20 hours of wasted GP and nurse time. This happens when patients do not turn up for their appointment and do not contact us in advance to cancel or change the appointment. The effect of this is an increase in the waiting time for appointments; frustration for staff and patients; a waste of NHS resources and a potential risk to the health of patients.

We appreciate there can be many reasons why patients fail to attend appointments - they feel better, they are scared, transport problems or they simply forget. Whatever the reason, if you cannot attend it is important that you contact us to either cancel or rearrange your appointment – this means we can offer your appointment to someone else.

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

## Access & Recommencement of the Walk-In Clinics

We are delighted to confirm that the interim clinical team are dedicated to helping us improve access to appointments. Current pre-bookable appointments are available within 2 to 5 days, the next on-line bookable slot is this week.

The Advanced Nurse Practitioner (ANP) led drop-in clinics have restarted on Monday mornings and we have added an additional drop-in clinic (subject to ANP availability) on a Friday morning.

## Practice opening times over Christmas & New Year

### Christmas Week Opening Hours:

Monday 24<sup>th</sup> December: 08:00 – 18:30  
Tuesday 25<sup>th</sup> December: CLOSED  
Wednesday 26<sup>th</sup> December: CLOSED  
Thursday 27<sup>th</sup> December: 08:00 – 18:30  
Friday 28<sup>th</sup> December: 08:00 – 18:30

### New Year Week Opening Hours:

Monday 31<sup>st</sup> December: 08:00 – 18:30  
Tuesday 1<sup>st</sup> January 2019: CLOSED  
Wednesday 2<sup>nd</sup> January: 08:00 – 18:30  
Thursday 3<sup>rd</sup> January: 08:00 – 18:30  
Friday 4<sup>th</sup> January: 08:00 – 18:30

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



## Fundraising

### MacMillan Coffee Morning

New Cross Surgery participated in the MacMillan Coffee Morning on Friday 28<sup>th</sup> September 2018.

Staff and patients baked buns & cakes and the practice ran tombola with fantastic prizes available.

The Coffee Morning was a great success and we managed to raise a whopping £205.00!!!! Thank you to all patients who came along to support and contribute this fantastic cause.



### Elf Day – Alzheimer's Society

#### Friday 7<sup>th</sup> December 2018

New Cross Surgery are participating in the Elf Day for Alzheimer's Society

Please come along and support us in raising money for this worthy cause. It's also a fantastic opportunity to get in the Christmas spirit with mince pies, Christmas music and win a present on the tombola

## New Cross Surgery – Patient Representative Group

The Patient Representative Group (PRG) was established 10 years ago to represent the interests of patients of New Cross Surgery and is an open meeting for any patients who wish to have a say in the running or development of GP services. The PRG acts as a medium for collating matters of interest to patients and presenting them to the Patient Forum which is attended by patients and staff. Meetings of the PRG are held monthly usually on Tuesday evening - please see Notice Board for dates.

The Forum is held every two months.

Over the years the PRG has been heavily involved in various initiatives for the Surgery - most significantly securing funding for the refurbishment of the Surgery and most recently safeguarding the interests of the patients by taking an active involvement in the procurement exercise to identify a new provider of GP services.

New members will be most welcome especially as we move in to a new era of GP service provision. Come and help us shape the type of Practice you would wish to see.

## Merry Christmas & a Happy New Year to all our Patients!

