

New Cross Surgery Newsletter

February 2019



Contact Number: 0113 4677511

Website: www.grangemedicare.co.uk

Included in this update

- Welcome
- Leeds Lung Health Check
- First Contact Physiotherapists
- Friends & Family Test – Jan '19
- Staffing Update
 - New Staff & Leavers
- Missed Appointments
- Date for your diary
- Survey on Urgent Treatment Centres

Leeds Lung Health Check

A new **Free NHS Lung Health Check** for people aged 55 to 80 in Leeds

Lung Health Checks are being offered to people in Leeds between 55 and 80 who are current or ex-smokers as part of the Yorkshire Lung Screening Trial, funded by Yorkshire Cancer Research.

Eligible patients will receive an invitation letter (some of you may have already received some correspondence) and be asked to contact the service where screening questions will be completed and depending on the answers you will be invited to attend the mobile van for a free lung check.

Further information on this can be found at www.leedslunghealthcheck.nhs.uk



Welcome

Hello & welcome to the February 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.



First Contact Physiotherapists

First Contact Physiotherapists are now available at New Cross Surgery

The role of First Contact Practitioners (FCPs) in Primary Care is to assess Musculoskeletal (MSK) conditions. They provide advice and exercise programs, and decide on the most appropriate management pathway, which may include investigations, onward referral for physiotherapy treatment or orthopaedic appointments.

FCPs are physiotherapists with expertise in the assessment and management of Musculoskeletal (MSK) conditions.

Appointments for FCPs will be care navigated by our Reception Team to ensure that the correct patients are booked in with the correct practitioner.

Inclusion Criteria as follows;

- ✓ All soft tissue injuries, sprains, strains, sports injuries
- ✓ Arthritis (any joint)
- ✓ Problems with muscles, ligaments, tendons or bone
- ✓ Lower back pain, mid-back pain and neck pain
- ✓ Spine-related pain affecting arms or legs, including nerve symptoms such as pins and needles and numbness



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 January 2019;

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

Extremely Likely/Likely		237 Patients
Neither Likely or Unlikely		10 Patients
Unlikely/Extremely Unlikely		18 Patients
Don't Know		3 Patients

In Summary:

89% would recommend our practice

4% neither/don't know

7% do not recommend

Staffing update

A big welcome to new staff! A fond farewell ...

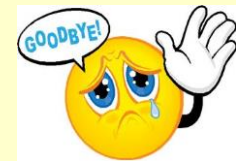
A big welcome to all our new staff - it's a pleasure having them working as part of our team at New Cross Surgery.

Dr Zohaib Parvez (m) is a long term Locum GP and started with us on 8th January 2019. Dr Parvez has really settled into the team well and works on Tuesdays and Wednesdays

Samantha Battye is a long term Locum Health Care Assistant and started with us on 24th January 2019. Samantha will be working with us on Tuesdays and Fridays

A fond farewell to Donna Cocks, our Health Care Assistant at New Cross Surgery. Donna had worked at the practice for almost 10 years before making the decision to leave for pastures new.

All staff and patients at New Cross wish Donna all the best in her new role and she will be greatly missed by all.



Date for your diary

Tuesday 5th February 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

Missed Appointments January 2019

During January 2019 a total of **76 appointments were missed** equating to **over 19.5 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.

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



NHS Leeds Clinical Commissioning Group would like your views on their proposal for urgent treatment centres in Leeds

Please collect a paper survey from reception or find out more information/complete the survey online at www.leedscg.nhs.uk/utcsurvey

Closing date for feedback is 15th April 2019

