

Alwoodley Medical Centre

Patient Participation Group Newsletter

October 2016

Tel 0113 393 0119

www.Alwoodleymedicalcentre.co.uk

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Contact Us

Contact the surgery

- For appointments
- For any individual queries about your health or care

→Tel 0113 393 0119

Contact the 111 service

- For any urgent queries out of hours ie when the surgery is closed

→Tel 111

Contact the PPG

- For general comments about the service provided by the Practice
- For feedback or queries related to this newsletter

→PPG.Alwoodleymedicalcentre@outlook.com

1. Staffing update

We are now six months into our move to the new building, and are very fortunate to be fully staffed in terms of both doctors and nurses. We have recently welcomed two new doctors to the practice - Dr Pooja Mishra and Dr Martin Sutcliffe. Dr Newell has now retired from the practice after over 20 years of service here in Leeds. We have three new nurses - Kate Baker, Fiona Steele, Sarah Atkinson, as well as Theresa Divan who will be returning from maternity leave in November, and another new nurse Ruth Turnpenny joining us later in the year. We also have three healthcare assistants who are able to carry out a number of procedures including taking blood samples. A full list of all staff can be seen on our website.

Opening hours at Alwoodley are:

- Mon 7am to 8pm
- Tues to Fri 8am to 6pm

Opening hours at Adel are:

- Mon, Tues, Fri 8am to 12 and 2-5.30pm
- Wed and Thurs 8am – 12midday

2. Appointments

We are aware that some patients continue to be frustrated about the waiting time for an appointment. We are expecting this to improve over time with our full complement of staff, but need to reiterate the waste of doctors' time through missed appointments. In the last 6 months there were a massive 750 missed appointments, which amounts to the equivalent of 6 weeks of appointments of a full-time GP. Patients are urged to contact the Practice by telephone if they find they are unable to attend an appointment, or this can be done online via the patient access link www.patient.co.uk/access

If the Practice has your mobile telephone number on file, you will receive a text reminder of your appointment date and time. Please contact reception if you do not currently receive such texts or you think they may not have your correct mobile number. Also, this can be done online using the same patient access link above.

3. Connect Well – social prescribing service

We are very pleased to have Jane Bradshaw, a wellbeing coordinator with the Connect Well service, at the practice for several sessions a week. Her role is to help deliver a service for patients needing non-clinical support and it aims to connect people to services and activities in our community who may be feeling lonely, stressed or just want to be more active and/or meet new people. Patients may be referred to Jane by a GP or they may self refer. To find out more or to access the service contact 0113 336 7612 or connectwell@commlinks.co.uk, ask your GP, or book an appointment in Reception at Alwoodley Medical Centre or at Adel Surgery.

4. Harrogate District Hospital clinics

Harrogate District Hospital is now providing a range of outpatient services here at Alwoodley Medical Centre. Whilst there has been some delay in providing x-ray and scan facilities, these will be up and running before the end of the year and our GPs will be able to refer patients to this service. You can find more information about this on the website "Clinics and services" section.

5. Flu vaccinations

Patients aged over 65 and others with chronic problems are encouraged to contact Reception to make an appointment for your annual flu vaccination.

6. Car parking

We are very lucky to have more extensive car parking space than most local practices, however, problems are being caused by some patients not taking heed of the one way parking system. Drivers should NOT turn into the first left turn in the car park as this is NO ENTRY. Please continue straight on as you enter and go around the car park in an anti-clockwise direction to avoid any potential collisions or blockages. We have also contacted Leeds City Council to request signage from King Lane and from the bottom end of Saxon Road near Homebase, however, this has been refused on the grounds that most existing patients are now familiar with directions, and for new patients, the website signposts it well.

7. Using the Website

The website www.Alwoodleymedicalcentre.co.uk provides a wide range of information about the practice, as well as allowing patients access to:

- Check on, add to and edit your personal contact details
- Book and cancel appointments
- View prescriptions and order repeat prescriptions
- View your summary patient record

Analysis of patient use of the website since August shows increasing numbers of patients using the website, 62% of whom are female and with a fairly even age distribution from 18-24 year olds through to 65+ age group. Almost half of users are doing so from a desktop, 34% from their mobile and the remainder from a tablet.

To access this online system, please complete a form at reception or register to use the service online via the link www.patient.co.uk/access

8. Patient Feedback

Patients feed back their satisfaction to the practice via the “Friends and Family” survey by completing a form in Reception or replying to a text message following an appointment. Our latest (July) figures show that of the 390 patients who completed the survey, 81% are likely or very likely to recommend the practice to others, but 13% are unlikely or very unlikely to. These figures are disappointing and further work is ongoing to understand the reasons for these results in more depth.

The new website gives the facility for patients to feed back any comments or suggestions to the Practice. This may be accessed via the Contact Details page of the website:

<http://www.alwoodleymedicalcentre.co.uk/contact1.aspx>

Alternatively, you may complete a feedback form in reception.

9. Patient Participation Group

We are an active patient group formed from representatives from Nursery Lane and Moorcroft surgeries. We produce regular newsletters to keep patients informed, and are here to represent patients’ views in the wider context, working closely with the Practice staff to do so. If you would like to receive regular newsletters like this one by email, you need to request this as above by EITHER:

- Completing a form at reception
OR
- Registering to use the service online via the link
www.patient.co.uk/access

Patients are invited to become involved through a new virtual Patient Reference Group who will act as a wider group from which we seek views to feed into the Patient Participation Group which meets on a regular basis. For more information, please visit

<http://www.alwoodleymedicalcentre.co.uk/ppg.aspx>

Or you may contact us by email at:

PPG.Alwoodleymedicalcentre@outlook.com