

Newsletter

CHURCH FARM CLOSE MEDICAL PRACTICE

Summer 2013

THE LOFTHOUSE SURGERY
2 CHURCH FARM CLOSE
LOFTHOUSE
WF3 3SA

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THE MANSE SURGERY
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TEL: 0113 2823390

Practice News - Patient Survey

Our latest patient survey, in June was very complimentary regarding our practice and we were very pleased with the results.

There were two main suggestions made by patients as to how we could improve the practice.

One suggestion was to change the carpet in reception at Lofthouse and the other suggestion was to have photos of the staff displayed in reception.

The practice take all suggestions seriously. We have agreed to change the carpet at Lofthouse during the Autumn, and we are busy taking photos of all the staff ready to be displayed in the waiting rooms.

Health Checks

If you are aged between 40 and 74 and haven't already been diagnosed with vascular disease or have certain risk factors such as high blood pressure or high cholesterol treated by medication, you may be entitled to a free NHS Health Check. Our Health Care Assistant will provide this check for you. Please enquire at reception for further information.

Practice Modernisation

We are pleased to inform you we have now completed the modernisation of two nurse treatment rooms at Lofthouse Surgery. We would like to thank you for your patience whilst the works were being carried out

Work will commence in the Autumn with the modernisation of the treatment room and consultation rooms at The Manse .

Flu vaccinations

The flu season will be upon us again soon and therefore it is time to start thinking about protecting yourself against seasonal flu.

If you are over 65 or in one of the "at risk" groups you should be vaccinated. At risk includes:

- Diabetes
- Chronic kidney/liver disease
- Asthmatic / COPD
- Coronary Heart Disease
- Pregnant women
- Carers

The NHS is not writing to patients this year to remind them that their flu vaccination is due. Please look out for our notices in practice and book yourself an appointment. We are having two vaccination days at Lofthouse Surgery - all eligible patients from both sites can attend. The Doctors and Nurses will be on site to give flu vaccinations only. Please make your appointments with reception. We are offering appointments on other days for patients who cannot attend these sessions.

Surgeries will be closed on the following dates for GP training.

Tuesday 10th September 2013 – closed from 12.00 noon

Tuesday 8th October 2013 – closed from 12.00 noon

Patient Participation and Reference Group

The practice is pleased to announce that the first Patient Reference Group took place in July. The group has been established in order to give you, our patients, an opportunity to work with staff in order to develop the practice.

All patients are eligible to join the group. We would like the group to be fully representative of our patient population, so please do not think you won't qualify... you will! The group is made up of practice staff, patients and carers. We are looking for new members to the group so if you would like to join, or would like further information, please ask at reception.

Our next meeting will be in October.

Missed appointments

Missed appointments are still a problem for our practice . We have recently set up text messaging to remind patients about their appointments.

For patients that would like to opt into or out of text reminders please speak to the reception staff and let them know.

May Lofthouse — 135

May Manse — 61

June Lofthouse — 123

June Manse — 53

July Lofthouse — 131

July Manse — 57

Please be advised that if you are being seen as an "EXTRA" this means that our surgery is full but that you have stated that your problem is **MEDICALLY URGENT** and **cannot wait until the next available routine appointment.**

"EXTRAS" do not have an appointment but will have to be squeezed in around the other patients who have already booked appointments. "EXTRAS" may therefore have to wait to be seen. **PLEASE DO NOT ABUSE THIS SYSTEM.**

The Lofthouse Surgery

CALL
111

NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. It is free to call from land lines and mobiles and it is easy to remember.

Opening times

Lofthouse Surgery

Mon 8am - 6pm
Tue 8am - 6pm
Wed 7am - 6pm
Thurs 7am - 6pm
Fri 8am - 6pm

The Manse Surgery

Mon 8am - 6pm
Tue 7am - 6pm
Wed 8am - 6pm
Thurs 8am - 12noon
Fri 8am - 6pm

Update your records

Have you moved house, changed telephone numbers or have any of your other details changed. If so, please inform us so we can update your records. This is important as we may need to contact you in an emergency. Please ask reception for a form to complete.