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# CHURCH VIEW SURGERY NEWS

January/February/March 2009

Drs Lightfoot, Drayson, Crabbe and Toogood.

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**Welcome**  
to our Spring  
newsletter  
which we hope

will keep you informed of developments and changes in the practice, and NHS services in our locality.



## Dispensing Services.

We are very pleased to announce that the Government has decided not to change the rules over where patients can get their medicines, and that, for the time being our dispensing services are safe. This is fantastic news for us and our patients. Thank you for your enormous support over this issue at the end of last year and for



those of you who wrote, emailed and contacted your local MP about the matter, we are very grateful. Dr Drayson put in a lot of hard work on this matter, even speaking to the Health Minister himself, so thanks to him as well.

**Coughs and colds** are rampant this winter, but they are viral infections and do not respond to anti-biotics. Try and self manage unless your symptoms are very severe, or you suffer from chronic lung disease. Your Pharmacist will offer advice about symptomatic relief.

## Patient Survey

Thank you to everyone who responded to last year's patient survey. The results are encouraging and we met or exceeded the national average by up to 16% in all but 2 of the 27 areas covered by the survey. You tell us there is a room for improvement in the following areas:

**Making appointments.** Our website is being redesigned and for a trial period, it will offer an on-line appointment booking system. This will offer more flexibility for those comfortable with technology but it will be managed so as not to disadvantage those without internet access. If the trial is successful, the on-line option will become a permanent service.

**Waiting room.** We carried out major refurbishments in Collingham and Thorner in 2003-2004, renewing carpets and furniture as well as redecorating throughout. We think the rooms still look good but perhaps there is something you think would improve the level of comfort on offer. Let us know and we will see what we can do!

**Phone Consultations.** Did you know we offer a limited number of telephone consultations at the end of the morning? If you have a concern which won't need an

examination, please ring reception and explain your situation, and you will be advised if one of the doctors can ring you.

**Doctor of choice.** You do not have to see the same doctor each time unless you want to. If you can be flexible about which doctor you see, it will be easier to find a time to suit you.

**Waiting time.** We work to a schedule of 10 minute appointments. This covers most consultations; however some problems are more complex and time consuming, which cause unavoidable overruns.

If you know you have several issues to raise with the doctor you can ask for a double appointment.

**Opening Hours.** We are very aware that some patients have difficulty taking time off work for a doctor's appointment and in an effort to help them we now offer appointments from 8.10 am at Collingham, and 8.30am at Thorner. We also try and keep our later appointments from 17.30 onwards for our working patients.

**We would like to thank you** for participating in our surveys over the last 5 years. The 2008 survey was the last of this type and from now on central government will take on the responsibility for getting patients views on primary care. This will take the form of a survey sent randomly to certain patient's homes.

## Out of hours

From April, NHS Direct take over the call handling and assessment element of the GP Out of Hours service for the whole of Leeds. If you need to call the Out of Hours service, please dial 0844 477 8609 and follow the pre-recorded instructions.

Once your call has been assessed, NHS Direct will pass your call through to the most clinically and geographically appropriate treatment service provider. This may be our current Out of Hours service provider, North Yorkshire PCT based at Harrogate District Hospital. Alternatively it may be a treatment centre in Leeds.

If an appointment is deemed necessary, it will be at that stage, that a choice can be made. So if Harrogate is more convenient for you, please state your preference and an appointment will be booked in the treatment centre you would like to attend.

This decision to change the Out of Hours arrangements has been made by the Leeds Primary Care Trust.

## Target dates 2009

The practice will be closed for training purposes from 12.30 on **Thursdays**.

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|------------------------|----------------------------|
| 23 <sup>rd</sup> April | 10 <sup>th</sup> September |
| 8 <sup>th</sup> May    | 8 <sup>th</sup> October    |
| 11 <sup>th</sup> June  | 12 <sup>th</sup> November  |
| 9 <sup>th</sup> July   |                            |

## Dispensing Review of Use of Medicines

If you are on four or more repeat medications, you will be invited to make an appointment to see Mrs Bretherick, our dispensary manager. This is not a medication review; it is all about understanding your medication regime. Since we started offering this particular review, the amount of unwanted medication returned to us by patients has quadrupled!