



COLLINGHAM CHURCH VIEW SURGERY NEWS

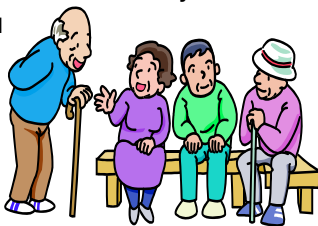
Winter 2019-2020

Drs Crabbe, Toogood, Hance and Eyre

Welcome to our autumn/winter newsletter which we hope will keep you informed of developments and changes in the practice, and NHS services in our locality.



Flu season Please make sure you are booked in for your flu jabs. These are available to over 65s and younger patients with recognized long-term conditions or those who are pregnant or a registered Carer.



Active Signposting and Care Navigation.

Demands for appointments are increasing. Patient numbers are growing. Elderly patients are living longer with more complex problems, which cause increasing demands on our time. Patient expectations are getting higher and everyone is expecting more of a limited resource, which is doctor's time. At present nearly every contact with the practice results in an appointment with a doctor and this is unsustainable. We are very fortunate in Collingham to have such a strong team of excellent doctors, but even we struggle to manage demand, especially over the winter period. We try to encourage patients to use

self-help or go to the local **pharmacy** before even contacting the surgery. Patients can also access advice and **counselling** for anxiety and stress by using Mindwell website or self-referral to the **IAPT** (Improving Access to Psychological Therapies) **counselling services** in Wetherby. When you call the surgery the receptionists are asking you some questions about what the problem is before making your appointment. This is called **ACTIVE SIGNPOSTING**. The Receptionists can then offer you some alternative choices to seeing the doctor, if this is suitable for your problem. Let us assure you, they are not telling you what to do, just offering some alternative suggestions and choices which may be quicker. Let's give you some examples.

Leeds North practices are providing **extended access** appointments, available between 18.30 and 20.00 hours on weekdays. These are telephone appointments, with a **Pharmacist** for medication problems, or with a **musculo-skeletal Specialist** for simple MSK problems like back or neck ache, knee injury or other straightforward aches and pains. Be assured the MSK practitioners will liaise with your GP if you need medication or a referral to the normal MSK service for your condition. We also offer face to face appointments on Saturday mornings at Wetherby Health Centre with a nurse, GP or phlebotomist for working people who find it hard to access

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care in working hours. We encourage you to use **self-help** by going to the Chemist or **pharmacy** first for advice and self care. We have direct access to telephone appointments with our practice **pharmacist** Richard for medication problems and reviews. Also appointments with our **Well Being Co-ordinator** Paul, for problems with anxiety, financial worries, Carer support, help with claims, legal matters or loneliness, You are already used to booking in with our **Healthcare Assistants** for blood pressure reviews, Long term condition annual reviews and health checks, and our **Practice Nurses** for minor injuries, dressings, cervical smears and vaccinations. You can use our **Surgery Pod** for **Contraceptive pill checks**, and **blood** pressure and weight checks.

We have been using **Active Signposting** for more than a year now. Please try and cooperate with our receptionists when they ask you questions about your needs. Everything you say is confidential. Nobody is being nosy or trying to stop you seeing the doctor. We are merely offering you some alternative options, if it is appropriate for your problem. Remember, correct use of the service will ensure you can see a doctor quickly when you **REALLY** need to.

Staff News

The Senior Partner, Dr Rachel Crabbe is retiring from the practice at the end of March 2020 after working in General Practice for 35 years and at Collingham for 24 years.

We have some new members of staff in the Administration team. Welcome to Kathryn MacLaren, our new Assistant Practice Manager, and Hannah. We also have new recruits to the reception team, Janine and Tracey.

Learning disabilities “Get Checked Out” We are encouraging any patients with learning disabilities to come in for an annual health review. Statistics tell us that patients with LD have much poorer physical health and much shorter life expectancy than other patients. However, it can be hard to get them



to come to the surgery, when they are feeling OK. If you know someone with LD please encourage them to make appointments. You can look at www.getcheckedoutleeds.nhs.uk for lots of accessible and easy to understand information to help prepare patients for the occasion.

Serious mental illness (SMI) patients likewise tend to have poor physical health and are often reluctant to come for check ups. We very keen to offer them an annual review of their physical health, so we can pick up those at risk and those with problems early.

Primary Care Networks

We are now part of the Wetherby PCN, and Dr Eyre is one of the clinical directors of the team. Also our Nurse Izzy Drinnan is Lead PCN nurse. The latest political development in healthcare is handing over finance and control to PCNs to employ ancillary health care workers to help support Primary care in the locality, through shared resources. We already provide our pharmacists and our phlebotomist for housebound patients and our shared GP, Dr Nick Bennett who supports the Wetherby practices with home visits on Monday and Fridays. Hopefully this will get bigger and better over time, as more resources come into PCNs.

Contact Details

Please make sure we have your up to date mobile telephone numbers.

The practice often uses text reminders for appointments and reviews.

Patient Participation Group.

We have an active patient participation group that help us by giving us views and ideas for the practice from the patient perspective. If you would like to be involved, make contact

PPG.churchview@nhs.net

Website www.collinghamurgery.co.uk

You can find information about the practice, the staff, and our services. You can also access basic health education. You can also **this and previous newsletters**.

On line access Remember with on line access you can book appointments, order repeat prescriptions, and access your medical records and results. To register for access, go to reception with some photo ID and you will be given log in details and a password. Hopefully this service will be available on the NHS app in the near future.

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