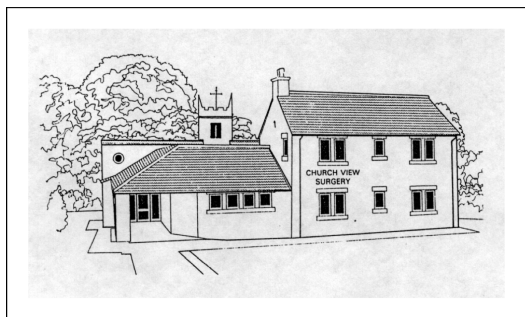

COLLINGHAM CHURCH VIEW AND THORNER SURGERY NEWSLETTER

June 2026

Drs Toogood, Hance, Eyre, Trigg & Fearnley



rooms, a modern reception area at Collingham and new flooring and decoration throughout both surgeries. These improvements will help us to continue to provide high quality care in a setting that is accessible, efficient and patient friendly. ***We are pleased to announce that we are currently welcoming new patients to register with the practice.*** For more information on how to register please visit our website:

<https://www.collinghamurgery.co.uk>

Surgery Refurbishment

We are delighted to announce that our recent refurbishment, across both sites, is now complete and we would like to thank our patients for their support and understanding during the work. We hope you will agree that the temporary inconvenience was worthwhile and that the improvements have enhanced both surgeries. We have invested significantly in both sites to create a more modern, comfortable, and welcoming environment for both patients and staff.



Convenient, Local Prescription Services at Our G.P. Dispensary

Our in-house GP dispensary services at Collingham and Thorner are here to make managing your medications easier, safer and more convenient. By using our dispensary service, you can collect your medication directly from the practice, often saving an extra journey to the pharmacy.

The refurbishment has included increased clinical space, newly updated consulting

We can dispense medications to those patients who live more than 1 mile (1.6km) “as the crow flies” from a community pharmacy. This includes most patients living in Scarcroft, Thorner, Bardsey, East Keswick and Harewood. If you are unsure if you are eligible for our dispensary pharmacy then please ask a member of staff.



We Offer:

- Fast prescription turnaround, usually within 3 working days
- Friendly, knowledgeable staff who work closely with our GP team
- A reliable home delivery service for suitable patients
- Dosette boxes for those patients struggling to manage their medications

Whether you require regular repeat prescriptions or an acute medication following a GP appointment, our dispensary team is committed to providing a smooth, efficient, and personal service for our patients.

If you would like to find out more about our dispensary services, including delivery or dosette box support, please speak to reception or a member of the dispensary team.

Online Triage Form

We kindly ask all patients, wherever possible, to complete the online triage form themselves rather than asking reception staff to complete it on their behalf. Completing forms for patients is extremely time-consuming for our reception team and can reduce the time available to assist other patients, both in person and over the telephone.

If you are unsure how to use the online system, we are happy to help. Patients are welcome to visit the surgery, where a member of staff can

show you how to use your own phone or iPad to complete the triage form. We will also have, our newly purchased, patient iPad available for patients to use in the surgery themselves very soon. This will help patients feel more confident using the system in future.

Thank you for your understanding and support as we work to improve access and efficiency for all patients.

One Problem Per Triage Form

To help us assess and manage your healthcare needs safely and effectively, please submit only **one medical problem per triage form.**

Including multiple concerns on a single form can make the information unclear and may prevent us from gathering the specific details needed for each issue. In addition it is often not possible to address several unrelated problems within one appointment.

If more than one problem is included on a triage form, you may be asked to resubmit separate forms so that each concern can be reviewed appropriately.

Thank you for helping us provide the best possible care.

Patient Confidentiality

To protect patient confidentiality we can only discuss a patient's medical care directly with that patient unless you hold a valid Health and Welfare Lasting Power of Attorney, have been granted full proxy access to their medical record, or have another recognised legal authority to act on their behalf.

Without this authority, we are unable to correspond with you regarding another person's medical concerns through our online triage system, by telephone, or in person. This applies to spouses, partners, relatives, friends and, in many circumstances, parents of children who are able to make decisions about their own healthcare .

We appreciate your understanding as we work to protect the privacy, confidentiality and wellbeing of all our patients.

