

Alwoodley Medical Centre

Patient Participation Group Newsletter April 2018

PPG.AlwoodleyMedicalCentre@outlook.com to contact your Patient Participation Group

Pharmacist Boosts Patient Care

Independent prescribing pharmacist **Joanne Harris** has joined Alwoodley Medical Centre as part of a government pilot scheme to help GPs manage the demands on their time and see more patients.



A graduate of the Universities of Liverpool John Moores and Bradford, Joanne's role involves dealing with queries about medicines, medication reviews, complex medication regimes, questions about

prescriptions as well as chronic disease appraisals.

She works at five different surgeries in North Leeds, but can be found at Alwoodley Medical Centre on Tuesdays where she not only helps patients via the telephone but also face to face. She also visits those who are housebound.

Joanne said: "My aim is to help patients get the most from their medications. I can triage and treat minor conditions, but most of my work involves helping patients with already diagnosed conditions."

Joanne's role is a result of an NHS England initiative to ensure 1,500 clinical pharmacists are working in general practice by 2020/21. She is part of a two year pilot funded by the NHS Leeds North Clinical Commissioning Group and the five GP surgeries she is working for.

"As I am a senior pharmacist, the idea is to show the practices all the various skills a pharmacist can bring to help them," she added. If you need to speak to Joanne about your medications, please speak to the staff at Reception. **Please also note that your prescription can now go DIRECT TO THE PHARMACY – no need to collect. Ask Reception for details.**

Positive Action on Loneliness and Mental Health

Earlier this year, Tracey Crouch MP was appointed the first Minister for Loneliness and tasked with creating a national strategy to tackle it. Her appointment was just one of the recommendations made by The Jo Cox Commission on Loneliness which has worked with 13 charities to find solutions to the problem.

A study by The Co-op and The British Red Cross revealed that more than 9 million adults in the UK are either always or often lonely. As Jo Cox said: 'Young or old, loneliness doesn't discriminate... it is something many of us could easily help with.'



Jane Bradshaw is the Wellbeing Coordinator for the Connect Well service at Alwoodley Medical Centre. Her aim is to connect people to services and activities in their community in order to benefit their overall health and wellbeing.

She explained: "Everyone is entitled to live a fulfilled life, however, sometimes people need help to achieve this. Feeling connected to your community has lots of health and wellbeing benefits that support resilience, independence and good physical and mental health."

An appointment can be made either by the GP or by self-referral. "The sessions are designed to give people the time to talk about their concerns as well as space to think about any actions they may want to take. "My role is to help find out about any services, organisations or activities that could help them," added Jane. If you feel you would benefit from Jane's help, please speak to the staff at Reception.

Have you registered for ONLINE ACCESS yet? Ask Reception for details or visit

<https://patient.emisaccess.co.uk/> to access your online patient record

www.Alwoodleymedicalcentre.co.uk Tel 0113 393 0119 or **111** for urgent calls out of hours

Menopause – Time to Speak Out

Talking about the menopause is no longer the taboo subject it once was thanks to celebrities such as Lorraine Kelly, Carol Vorderman and Nadia Sawalha talking about their experiences. The menopause usually occurs between the ages of 45 and 55 as a woman's oestrogen levels decline. However, some women experience it before the age of 40.

Symptoms include hot flushes, night sweats, difficulty sleeping, low mood or anxiety and problems with memory and concentration. Experts agree that a healthy diet and regular exercise can help with symptoms. Formal treatment options include HRT (Hormone Replacement Therapy) and CBT (Cognitive Behavioural Therapy). There are also a number of natural supplements that can help. There is no longer any reason to suffer in silence. So if you find your symptoms are affecting your quality of life, do talk to one of our GPs. You can also find more information on the NHS website www.nhs.uk/conditions/menopause/

Acting FAST on Stroke symptoms

You may have seen TV adverts informing us of what to do if we are faced with someone who may have had a stroke. Here's a reminder of what to look for or visit the NHS website www.nhs.uk/actfast/

- **F Facial weakness**
- **A Arm weakness**
- **S Speech problems**
- **T Time to call 999**

Practice News

We are delighted to welcome **Dr Helen Edwards** to the GP team. She will offer four surgeries each week along with home visits. In addition to this, she is developing a research proposal with the University of Leeds. GP Registrar **Dr Catriona McNicol** has also joined the practice and will be with us until August when she will be replaced by another registrar. Registrars are qualified doctors who are undertaking further training in General Practice. They always have a GP supervisor to ask for help and are here to learn. Please support them should this happen.

Congratulations to **Sam Kyle** who has been promoted to Operations Manager and **Karen Winspear** who has been promoted to Office Manager. Both Sam and Karen work closely with our Business Manager and contribute to the smooth running of the practice.

Your Questions Answered

Q: Why are there not more appointments available online?

A: Currently **50%** of appointments - every alternate appointment - is available for online booking. This is unlikely to change. Issues have arisen from patients booking multiple appointments together and consecutively which the Practice is looking into.

Q: Can I see my test results online?

A: You can look at your summary patient record, make appointments, order repeat prescriptions and see test results online via the Patient Access System <https://patient.emisaccess.co.uk/>. If you have a smart phone, you can also download the PatientAccess app. To gain access, please register online or speak to Reception who will organise log in details for you.

Q: Does The Practice have a Latex Allergy Policy?

A: All equipment is latex free including gloves and plasters. However, the Practice asks that patients take responsibility for ensuring they remind the clinician of their allergy where possible.

Q: Sunlight reduces visibility on the TV screens in reception. Can blinds be fitted on the windows?

A: The Practice is aware of the problem and is looking into it.

Q: Can you offer acupuncture?

A: Acupuncture is sometimes available on the NHS, although access is limited. It is not a service the Practice is able to offer.

Q: Why can't we enter the Centre via King Lane?

A: Leeds City Council did not grant planning permission for such access as there were concerns regarding traffic. It is an issue which remains outside the Practice's control.

Questions may be put to your PPG at PPG.AlwoodleyMedicalCentre@outlook.com

PPG (Patient Participation Group)

If you would like to get involved with our patient participation group, please contact us at PPG.AlwoodleyMedicalCentre@outlook.com

