

Alwoodley Medical Centre

Patient Participation Group Newsletter November 2019

Signposting – the Way Forward



Photo copyright DNA Insight

A nationwide shortage of GPs has led to an overhaul of primary care by the NHS.

GP practices now have access to pharmacists, physiotherapists, paramedics, physician associates and social

prescribing support workers, so that family doctors can focus on the sickest patients.

Research carried out by NHS England has shown that a third of appointments do not need to be with a GP.

AMC is no exception. For the past three years, patients have been directed to experts including the surgery's in-house pharmacist, a physiotherapist, a Healthy Minds therapist and a social prescriber. To facilitate this, the Patient Services Team has undergone extensive training to ensure they direct patients to the correct professional.

So what does this mean?

When making an appointment, either on the phone or at the front desk, a patient will be asked to explain why they would like to see a GP. This allows the Patient Services Team (PST) to 'signpost' the patient.

PST Manager Sue Appleyard explained: "When a patient makes an initial request for a doctor's appointment, they do not sometimes recognise how serious their symptoms are. This is often true of older people. In these situations, our trained staff are able to identify which professional they need to see and will ensure they see a doctor almost immediately if required."

Saturday and Sunday Morning Appointments



Appointments are available on Saturday and Sunday mornings at Rutland Lodge Medical Centre, behind Scott Hall Leisure Centre.

A GP can be seen only if an appointment has been made at AMC – there is no facility to just drop in and wait.

Patient Service Team Lead the Way

For Patient Services Manager Sue Appleyard, each day at AMC is completely different – a typical day does not exist.

"No two days are the same. A weekly rota outlines what each member of staff will be doing, but when the centre becomes busy, they are deployed to wherever the demand is greatest," said Sue.

Sue, who has worked at AMC for three and a half years, heads up the practice's administrative team – the people who are the initial contact point for the surgery's 15,000 patients.

Making appointments and helping patients at reception or on the telephone are just two of the roles the administrative team undertake.

They also

- process prescription requests
- process online access requests
- update patient records
- exchange information with hospitals, hospices and district nurses
- process incoming test results and documents
- monitor patients with chronic conditions
- process paperwork for patients moving in and out of the area – between 25 to 30 each week
- make appointments for patients needing the flu jab

"Patients see less than 10% of the work we undertake. In addition to this, we undergo continuous training to keep us up to date with new medical practices, guidelines and any changes in legislation."

Welcome to E-Reception

The launch of e-reception enables patients to contact reception via their computer, tablet or smartphone instead of by telephone. Visit <https://www.alwoodleymedicalcentre.co.uk/> and follow the link for e-reception.

Have you registered for ONLINE ACCESS yet? Ask Reception for details or visit www.alwoodleymedicalcentre.co.uk to access your online patient record
Tel 0113 393 0119 or 111 for urgent calls out of hours

New Hospitals by 2025



Leeds Teaching Hospitals NHS Trust has been given the 'full go-ahead' by the Government to build two new hospitals at Leeds General Infirmary.

The Trust is one of six trusts to receive a share of £2.7 billion to build the new hospitals by 2025.

The funds will be used to build a hospital dedicated to adult health services housing new theatres for day case procedures and added critical care facilities. The other state-of-the-art building will be a brand-new home for Leeds Children's Hospital. This will bring together services for children and young people in a building purpose-built for their needs – a first for Leeds.

The Chief Executive of Leeds Teaching Hospitals NHS Trust, Julian Hartley, said: "This investment will enable the Trust to take a huge leap forward in how it delivers care for patients from Leeds and beyond."

The Trust has a number of stages to complete before it can start building the new hospitals, but expects the build to take around three years once it is underway.

Further information can be found at <http://www.futurehospitalsleeds.co.uk/>

Be Shingles Aware!

Did you know that people aged between 70-79 may be eligible for the NHS's free shingles immunisation programme?

The virus, caused by the reactivation of the varicella-zoster virus, which also causes chickenpox, is characterised by a painful rash, usually affecting a defined area on one side of the upper body or sometimes one side of the face or head.

To find out if you are eligible to be vaccinated, visit www.shinglesaware.co.uk

Smear Tests on the Decline

Channel 4's recent heart-breaking documentary about reality star Jade Goody was a poignant tale about the importance of cervical cancer screening.

The 27-year-old died of cervical cancer 10 years ago but before her death was instrumental in raising awareness about the disease amongst younger women. However, despite this, the number of women having undergone cervical cancer screening or smear tests, has fallen to a 20 year low according to figures published by NHS Digital.

Leeds has seen a drop of one percentage point for women aged 25 to 49 to 71.4 per cent and a fall of 0.8 percentage points to 77.5 per cent for women aged 50 to 64 between 2017 and 2018.

NHS CCG Leeds is urging women to go along to have the test when called - results will be posted back in two to three weeks. Appointments for a smear test can either be booked via reception or through the on-line Patient Access system.

Drop in U5s Routine Vaccinations



NHS Digital's latest report reveals that coverage for all routine vaccinations for children under the age of five in England has fallen.

The Childhood Vaccination Coverage Statistics shows that the uptake of the first dose of the MMR vaccine fell from 91.2% in 2017-2018 to 90.3% in 2018-2019 in England – a decline for the fifth year in a row. Cases of measles are being seen in Leeds.

Due to the increase in confirmed measles cases, the UK has lost its World Health Organisation's measles-free status.

Public Health England's head of immunisations Dr Mary Ramsay said. "These are big drops in terms of public health. The trend is concerning. No parent should be in any doubt of the devastating impact of these diseases."

A total of 10 vaccines including tetanus, polio and meningitis are given to protect children.

PPG.AlwoodleyMedicalCentre@outlook.com to contact your Patient Participation Group
www.alwoodleymedicalcentre.co.uk/about/patients/patient-participation-group/