



Hollyns

HEALTH & WELLBEING

Welcome to the latest issue of Hollyns Health & Wellbeing Newsletter! In this quarter we discuss: Care Navigation, Online appointments, Extended Access Service, Changes to ordering of prescriptions over the telephone, National Diabetes Prevention Programme, Friends & Family Questionnaire, Local taxis & bus routes and the latest Practice News.

CARE NAVIGATION

We are now operating Care Navigation. When you ring the surgery you will be asked if you are happy to disclose the nature of the problem, this is to assist the call handler in sign posting you to the relevant clinician or organisation for advice, treatment or care. Clinical Teams and patients are well aware of the demands on appointment availability and that they need to be used as efficiently and effectively as possible. Many appointments are wasted because patients do not actually need to see a GP, by using Care Navigation our Patient Service Administrators are able to direct you to the appropriate service.



ONLINE APPOINTMENTS

We now offer online appointments with Healthcare Assistants for blood pressure checks, blood tests and vitamin B12 injections, these are 10 minute appointment slots. Please note blood samples need to reach the hospital lab the day they are taken as the blood degrades if held overnight. Blood samples are taken to the hospital via NHS lab transport, our latest collection is around 2.45pm. For this reason most blood tests can not be taken in late afternoon or evening appointments, if you are unsure about the type of appointment you require please contact a member of our Patient Services Administrators.

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EXTENDED ACCESS SERVICE

This practice is part of the extended access service which provides GP, Physiotherapy, Nurse, and Health care assistant appointments from the following locations (hubs) across Bradford: **North hub:** Shipley Medical Practice, Alexandra Road, Shipley, Bradford BD18 3EG, **Central hub:** Picton Medical Centre, Westbourne Green Community Health Care Centre, Manningham, Bradford, BD8 8RA & **South hub:** The Ridge Medical Practice, Cousen Road, Bradford, BD7 3JX. As a patient registered with this practice, you have access to the following: Weekday appointments which are evening appointments (6.30-9.30pm) at any of the three hubs to see one of the following, subject to availabil-

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ity: GP, Physiotherapist, Nurse, Health care assistant, Voluntary sector services. Weekend appointments - these are available with a GP from 10.00am - 1.00pm on Saturdays and Sundays from the central hub, subject to availability. The service is run by Bradford Care Alliance, which represents all GP practices in the Bradford area. Medical appointments are with GPs and other healthcare staff who work in the area; so your appointment may not be with a clinician from this practice. To use the service please contact the surgery via phone or in person. We will ask for your consent to share your medical record, a Patient Service Administrator will explain what this means and why it is necessary.

CHANGES TO ORDERING OF PRESCRIPTIONS OVER THE TELEPHONE

In the past we have provided a functionality for patients to request their repeat medications using a recorded mailbox when contacting the Practice, unfortunately we are no longer able to offer this service. From 1st February 2019 the option to leave requests via the mailbox will be removed. Regular repeat prescriptions will be ordered automatically as usual. For irregular medications (this means items which are 'As Required' or variable dose medications) requests can be made online or in person using the tick boxes from your previous prescription. We do not accept requests: - Verbally, Over the telephone (except in certain circumstances e.g. The housebound or Gold line patients) or from the chemist (except in certain circumstances). Patients who wish to speak to a member of the prescription team to raise a query with their prescription will be able to do so by selecting option 3 when telephoning the Practice.

NATIONAL DIABETES PREVENTION PROGRAMME

The Practice will be inviting patients who are currently at risk of developing diabetes (who have a HbA1c reading between 42-47mmol recorded within the last 12months) to an engagement event which will be hosted by Ingeus and will be held at our Allerton site on Wednesday 24th April. There will be 2 sessions available

for patients to attend, the first session will be from 10.00am-12.00am & the second session 2.00pm-4.00pm. After the discussion event, patients who are interested in participating in the programme will be referred to NDPP by the practice.



FRIENDS & FAMILY QUESTIONNAIRE - LUCKY DRAW

Thank you to all patients who complete the Friends and Family Questionnaire giving feedback about the Practice. Between October 2018 and February 2019 all patients who took part were given a chance to receive a £10 Amazon voucher, one patient from each of our Clayton and Allerton sites were picked as our winners:

October: Clayton - Yvonne bates

November: Clayton - Simone Denning

December: Clayton - Thomas Vickers

Allerton - Nicola Poulton-white

Allerton - Caroline Colgan

Allerton - Kelly Mouatt

January: Clayton - Kathy Vickers
February: Clayton - Malcolm Coope

Allerton - Jason Garbutt
Allerton - Ellie Curtis-Halliday

From 1st March 2019 we will no longer be offering vouchers for the Friends and Family Questionnaire. This was a short term incentive which has now unfortunately come to end.

LOCAL TAXI NUMBERS CLOSE TO CLAYTON/ALLERTON SITES

Allerton: Ace Budget Cars 01274 481818, A & M Thornton A B C Taxis 01274 881100 & Allerton Cosy Cars 01274 545555 **Clayton:** 24/7 Cars 01274 247247, Bank Top Taxi 01274 501100 & Great Horton Taxi 01274 521672

BUS ROUTES TO CLAYTON OR ALLERTON

Bus routes from Bradford Broadway stop H14 from Bradford to Clayton **637** Bus routes from Bradford Interchange Stand D + Stand F from Bradford to Allerton **617/618** & Stand C Bradford to Allerton **615** Please check for bus times as these may change

MAP OF OUR LOCATIONS

Allerton

Clayton



PRACTICE NEWS

We would like to welcome Nicola Farrar Administration Hub Manager and Helen Clarke Acute Care Responder to the team. Helen is a trained Paramedic who will be using her skills in Primary Care and will be seeing patients including home visits.



Sadly for us Rebecca Hanson Assistant Business Manager and Scott Hymas Patient Services Administrator have left our team at Hollyns. Unfortunately Dr Mallika Ponnusamy will be leaving at the end of April and Dr Andrew Withers will be retiring at the end of March. We would like to wish them all every success for the future.

Did you know that you can book appointments online and order repeat prescriptions?
Register for SystmOnline with the Reception Team and then log on via
www.hollynshealth.co.uk



Attending your appointment!

As a practice we are continually looking to improve our service and make more appointments available to patients. However the number of patients who fail to attend appointments without ringing to cancel is still very high.

Between 1st December 2018 and 28th February 2019 Hollyns Health & Wellbeing - Clayton had **428** Did Not Attend appointments. That's **113** hours worth of wasted appointments.

Hollyns Health & Wellbeing - Allerton had **572** Did Not Attend appointments. That's **154** hours worth of wasted appointments.

Please remember to cancel your appointment if you are unable to attend!



We want your views! We are keen to hear feedback about the services we provide. Please log on to

www.hollynshealth.co.uk

and visit the Virtual Surgery and use the Contact Us button in the waiting area to email us your comments.

SMS Text Messaging: if we have your mobile number we will send you text messages to confirm your appointment, remind you of your appointment or notify you of test results. You can “opt out” of these texts at any time. Please inform reception if you do not wish to receive them.

Please remember to inform us if you change your mobile number!

Patient Group: Both the Allerton and Clayton sites at Hollyns Health and Wellbeing have a Patient Group; the groups consist of patients, Doctors and members of the practice management team and we meet frequently through the year. Our aim is to contribute to the continuous improvement of services and to provide feedback about our patient's concerns. Details for the next Patient Group meeting is yet to be confirmed, please check for updates on the Practice's website.

If you are interested in becoming a member of the Group or would like to attend the meetings, then please leave your name and contact details with a member of the Patient Administration team.

A copy of all of the Group's minutes are available on the Practice's website.

Hollyns Health & Wellbeing



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GP Availability

Dr. A. Raw (female) works: Monday all day, Wednesday afternoon and Thursday all day

Dr. A Suleman (male) works: Monday afternoon (pain clinic), Tuesday all day, Thursday afternoon and Friday all day

Dr. J. Doore (female) works: All day Monday, Wednesday, Thursday and Friday

Dr. C. Temperley (female) works: All day Monday, Tuesday, Thursday and Friday

Dr. S. Marris (female) works: All day Wednesday, Thursday and Friday

Dr. M. Ponnusamy (female) works: All day Monday and Wednesday

ANP/ACP Availability

Louise Lewis (Advanced Nurse Practitioner) (female) works: all day Tuesday, Wednesday, Thursday and Friday morning

Nicola Smith (Advanced Nurse Practitioner) (female) works: Monday, Tuesday & Wednesday all day, Thursday morning and Friday all day.

Helen Wright (Advanced Nurse Practitioner) (female) works: All day Monday to Thursday

Jayne Hunneybell (Advanced Clinical Practitioner) works: Monday, Tuesday and Wednesday.

Helen Clarke (Acute Care Responder) works: All day Monday & Tuesday, Wednesday & Thursday mornings.

We have a Practice Nurse team who are available Monday to Friday.