



Hollyns

HEALTH & WELLBEING

Welcome to the latest issue of Hollyns Health & Wellbeing Newsletter! In this quarter we discuss: The introduction of the new Hollyns Health an Wellbeing Administration Hub, The NHS turns 69, Organ Donation and the latest Practice news.

Introducing the Administration Hub

On the 3rd of July, Hollyns Health and Wellbeing introduced our new Administration Hub.

What is the Admin Hub?

The Administration Hub is based at our Clayton site, its purpose is to be a central place to manage all our back office administration jobs to support the clinicians in delivering safe, effective patient care across both of our locations in Clayton and Allerton. We have a bank of telephones that are manned from 8am until 6pm. Admin staff across both sites will work within the Hub on a rota basis. We will deal with booking appointments, manage incoming correspondence, invites for long term condition reviews and much more. Prescriptions will be actioned at the site you are usually based.

What changes might patients have noticed?

We have centralised our telephone lines meaning that if you call the Clayton number or Allerton number you will now be directed to the Administration hub and your call will be answered there. We did have some unforeseen problems with the phone lined but these have been resolved. We apologise if you experienced any problems getting through to the Practice in the first week of our new hub being implemented. At our Clayton site you will also find that we now have a Patient Services Administrator manning the Reception desk at all times during the day.

Next steps?

From September 2017, we are hoping to introduce a new process for booking appointments. One of the main benefits to our new appointment system will be the opportunity to book an appointment at either of our Practice locations at Clayton or Allerton.

The NHS turns 69!

On the 5th of July 2017, the NHS turned 69! When health secretary Aneurin Bevan launched the NHS at Park Hospital in Manchester (today known as Trafford General Hospital), it was the climax of a hugely ambitious plan to bring good healthcare to all.

For the first time, hospitals, doctors, nurses, pharmacists, opticians and dentists were brought together under one umbrella organisation to provide services that are free for all at the point of delivery.

The central principles were

clear: the health service will be available to all and financed entirely from taxation, which means that people pay into it according to their means.

Over the years the NHS has grown, developing innovations in health care and improved the lives of hundreds and thousands on patients:

1960: The first UK kidney transplant takes place at Edinburgh Royal Infirmary on October 30 1960 and

involves an identical set of 49-year-old twins. The procedure is a success, with both donor and recipient living for a further six years before dying of an unrelated illness.

1961: the contraceptive pill is made widely available.

1962 - first full hip replacement is carried out by Professor John Charnely.

1968: South Africa-born surgeon Donald Ross

Inside this issue:

ADMINISTRATION HUB	1
HAPPY BIRTHDAY NHS	1
HAPPY BIRTHDAY NHS	2
ORGAN DONOR REGISTER	2
PRACTICE NEWS	3
PATIENT GROUP	4

carries out Britain's first [heart transplant](#) at the National Heart Hospital in Marylebone, London, on May 3 1968.

Continued on next page.

NHS turns 69! continued from front page.

1972: CT scans revolutionise the way doctors examine the body. Computerised tomography (CT) scanners produce three-dimensional images from a large series of two-dimensional X-rays.

1978: The world's first baby is born as a result of in vitro fertilisation (IVF) Louise Brown, the world's first test-tube baby, is born on July 25 1978. Her parents Lesley and John Brown had failed to conceive because of her mother's blocked fallopian tubes.

1979: the first successful bone marrow transplant on a child takes place. Bone marrow is responsible for creating the body's immune system.

1980s - MRI scans intro-

duced. Magnetic resonance imaging (MRI) scanners prove more effective than earlier equipment in providing information about soft tissue such as the brain. 1986: after a number of high-profile deaths, the first AIDS advertising campaign was launched in 1986.

1994 - NHS Organ Donor Register is set up. The NHS Organ Donor Register is launched in October 1994, following a five-year campaign by John and Rosemary Cox from the West Midlands. In 1989 their 24-year-old son Peter died of a brain tumour. He had asked for his organs to be used to help others. The Coxes said there should be a register for people who wish to donate their organs.

1998 - NHS Direct launched. This service will go on to become one of the largest single e-health services in the world, handling more than half a million calls each month. The NHS Direct service closed in 2014. Instead, you can call NHS 111, a new non-emergency number that was introduced to make it easier for people to access local NHS healthcare services in England. You should call 111 when you need medical help fast but it's not a 999 emergency.

2006: NHS Bowel Cancer Screening Programme launched.

2007: The introduction of a robotic arm in 2007 leads to groundbreaking heart operations at St Mary's Hospi-

tal, London.

So far, the 2010s have seen great medical breakthroughs and health innovations, the NHS was celebrated at the London 2012 Olympic Games, and marked its 65th anniversary on July 5 2013.

2010: The stroke act FAST campaign won an IPA Effectiveness Gold Award. The judges remarked that, "F.A.S.T was a fantastic mnemonic that brought it home what to do if somebody's having a stroke and will without doubt save lives".

2011: First man in the UK to receive an artificial plastic heart

2012: First person in the UK to have a hand transplant

NHS Organ Donation Register

Organ donation is giving an organ to help someone who needs a transplant.

Transplants can save or greatly enhance the lives of other people. But this relies on donors and their families agreeing to donate their organ. There are three different ways to donate. These are:

Brain stem death - This is where a person no longer has activity in their brain stem due to a severe brain injury.

Circulatory death - Is the irreversible loss of function of the heart and lungs after a cardiac arrest from which the patient cannot or should not be resuscitated. It can also be the planned withdrawal of life-sustaining treatment from a patient within the Intensive Care Unit or the Emergency Department.

living donation - Whilst you are still alive you can choose to donate a kidney, a small section of your liver, discarded bone from a hip or knee replacement and also your amniotic membrane (placenta).

Consent

We will only use organs from a donor with their consent or with their family's consent after they die. You can give your consent by joining the NHS Organ Donor Register, or telling a relative or close friend about your decision to donate

You can register to donate here: <https://www.organdonation.nhs.uk/register-to-donate/>



Did you know that you can book appointments online and order repeat prescriptions?

Register for SystemOnline with the Reception Team and then log on via

www.mayfieldmedicalcentre.com or www.grangepractice.co.uk depending on which site you are registered with.



**Farewell
and
Good Luck**

Hollyns Health and Wellbeing—Allerton will be sad to see Natalie Wellens, who left the Practice in June and Donna Lewis who is leaving us in July go but we wish them all the best in their new careers. This month we welcome Aneela and Aisha to the team, both will be based across our Allerton and Clayton sites and be joining our Patient Services Administration team.

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 January 2017 and 31st March 2017 Hollyns Health & Wellbeing—Clayton had **356** Did Not Attend appointments. That's **100** hours worth of wasted appointments.

Hollyns Health & Wellbeing—Allerton had **516** Did Not Attend appointments. That's **127.5** 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.mayfieldmedicalcentre.com or www.grangepractice.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. The next Patient Group meeting will be taking place on the 18th July 1pm at our Clayton site. The practice management team will be presenting to the group about the implementation of the Administration Hub, promoting our newly written Vision, Values and Behaviours and the next steps for our Practice Mergers.

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 websites.

Hollyns Health & Wellbeing—Clayton

GP Availability



4 Glenholme Park
Clayton
Bradford
BD14 6NF

Phone: 01274 880650
Fax: 01274 883256
E-mail:
B83045.mayfieldmc@nhs.net

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

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

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

Dr. M. Ponnusamy (Female) works: Monday morning

Louise Lewis (Advanced Nurse Practitioner) (female) works: all day Tuesday to Friday

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

Jayne Hunneybell (Paramedic who is Training to be an Advanced Clinical Practitioner) works: Tuesday and Thursday.

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

Hollyns Health & Wellbeing—Allerton

GP Availability



Allerton Health Centre
Bell Dean Road
Allerton
Bradford
BD15 7WA

Phone: 01274 885222
Fax: 01274 491776
E-mail:
B83050.thegrangepactice@nhs.net

Dr. A. Withers (male) works: Monday all day

Dr. A Maddy (female) works: Monday afternoon and all day Tuesday and Wednesday

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

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

Dr. M. Ponnusamy (female) works: Monday afternoon, Wednesday and Thursday all day

Dr. S. Shaper (female) works: All day Monday and Tuesday and Thursday morning

Margaret Robinson (Advanced Nurse Practitioner) (female) works: All day Monday to Thursday and Friday morning

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