

Hollyns

HEALTH & WELLBEING

Welcome to the latest issue of Hollyns Health & Wellbeing Newsletter! In this quarter we discuss: Hollyns Service Update, Flu Campaign, Shingles, and the latest Practice news.

HOLLYNS SERVICE UPDATE

We are aware there have been problems with telephone systems since both sites merged to a centralised telephone hub. Please be assured we are working closely with our new telephone provider addressing all problems that have been raised by patients and Hollyns staff. We apologise for any inconvenience this may have caused and aim to get these problems rectified as soon as possible.

CHANGES TO RAC CLINIC

From 1st September, there will be changes to our morning surgery. **Rapid Access/ Urgent Appointments** will be offered over 3 bookable sessions. The clinic runs between 9am and 10:30am. We will see a **maximum of 30** patients each morning. The appointments will be **available to patients who walk in to our surgery or can be booked by telephone**. If you feel that you need to see a clinician on the day, you will be expected to either contact our Patient Services Team by telephone from 8:00 or come direct to the surgery, you will be asked by our trained Patient Services Team the reason for your visit to ensure we are providing the correct appointment and supporting clinical need. Your appointment will be given to you in one of three sessions: 9:00 - 9:30, 9:30 -10:00 and 10:00-10:30.

Each clinic will be run by both GP's and Advanced Nurse Practitioners (ANP). An ANP is an advanced nurse who has had further training to deal with medical problems in both adults and children and is able to prescribe when necessary. The aim of the changes being made to this clinic is to help you gain access to a clinician when you feel it is urgent. We aim to provide increased support and reduce the time patients have to wait for appointments through sessional bookings. **For routine appointments**, we are still able to offer 10 minute advance appointments, if you wish to discuss a more complicated or ongoing problem. Patient Leaflets on our changes are available within the reception Area - 'RAC - Rapid Access Clinic' or please ask at reception.

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SHINGLES VACCINATION

Shingles, also known as herpes zoster, is a painful skin rash caused by the reactivation of the chicken-pox virus (varicella-zoster virus) in people who have previously had chickenpox. It begins with a burning sensation in the skin, followed by a rash of very painful fluid-filled blisters that can then burst and turn into sores before healing. Often an area on just one side of the body is affected, usually the chest but sometimes the head, face and eyes. A vaccine to prevent shingles, a common, painful skin disease is available on the NHS to certain people in their 70s. The shingles vaccine is given as a single injection into the upper arm. Unlike the flu jab, you'll only need to have the vaccination once and you can have it at any time of the year. The shingles vaccine is expected to reduce your risk of getting shingles. If you are unlucky enough to go on to have the disease, your symptoms may be milder and the illness shorter. Shingles can be very painful and uncomfortable. Some people are left with pain lasting for years after the initial rash has healed, shingles is fatal for around 1 in 1,000 over-70s who develop it. It's fine to have the shingles vaccine if you've already had shingles. The shingles vaccine works very well in people who have had shingles before and it will boost your immunity against further shingles attacks. If you would like to receive this vaccination please make an appointment with one of our practice nurses.

1 September 2017 – 1 April 2018

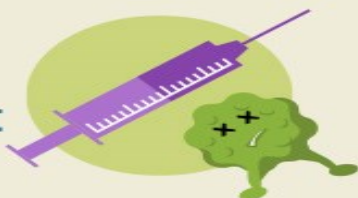


FLU CAMPAIGN—REGISTERED PATIENTS

The national flu immunisation programme aims to provide direct protection to those who are at higher risk of flu associated morbidity and mortality. The following groups are eligible to receive the flu vaccination at the surgery: all children aged 2 & 3 (born between 01/09/13 & 31/08/15), those aged 6 months to under 65 years in a clinical risk group, pregnant women, those aged 65 years and over, carers, those who reside in long stay residential homes and those who are seriously overweight. Flu is an unpredictable virus that can cause mild or unpleasant illness in most people. It can cause severe illness and even death among vulnerable groups. All patients who fall into any of these categories will receive an invitation to attend one of our flu drop in clinics.

The flu vaccine is available

By shot



By nasal spray



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.grangepactice.co.uk depending on which site you are registered with.



**Farewell
and
Good Luck**

This month we welcome Sarah and Charlotte 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 June 2017 and 31st August 2017 Hollyns Health & Wellbeing—Clayton had **479** Did Not Attend appointments. That's **130** hours worth of wasted appointments.

Hollyns Health & Wellbeing—Allerton had **581** Did Not Attend appointments. That's **153** 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.grangepactice.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 14th November at 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 all day, Thursday morning and Friday all day.

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

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.