

Hollyns

HEALTH & WELLBEING

Welcome to the latest issue of Hollyns Health & Wellbeing Newsletter! In this quarter we discuss: Merger of NHS contracts & clinical systems, prescription ordering, giving blood and the latest Practice News.

MERGER OF NHS CONTRACTS AND CLINICAL SYSTEMS

On the 1st of April 2018 Hollyns Health and Wellbeing Allerton and Hollyns Health and Wellbeing Clayton officially become Hollyns Health and Wellbeing. To support our NHS merger, we will be moving all our electronic patient records to one electronic clinical system on April 11th 2018. **What this means for you:** On the **11th April from 4-6pm we will be taking no patient calls and closing both sites to patients.** Local Care Direct will be answering our calls during this time and directing patients to Out Of Hours or walk in centres. We apologise for the inconvenience and thank all our patients for their continued support during our organisational changes. From the 1st May onwards you will be able to book an appointment at either of our Practices. We will offer you an appointment at the branch you usually go to first and if we have nothing available at your usual branch you will be offered the next available appointment at our other branch, should you wish to go there instead.

Hollyns Health and Wellbeing - Allerton patients only: To help us with the pro-

cess of moving all our records into one electronic system we are unable to action any requests for Acute/Irregular or Repeat Prescriptions on the 11th April. Please ensure you request anything you require before this date.. This service will return to normal on the 12th April. We will be switching off our online booking and repeat prescription request service from the 6th April, this service will resume on the 12th April. Online Access user name and passwords will not change. We will also be switching off our SMS text messaging service from the 6th April, again this service will resume on the 12th. Please contact a member of the Patient Services Administration team if you have any questions.

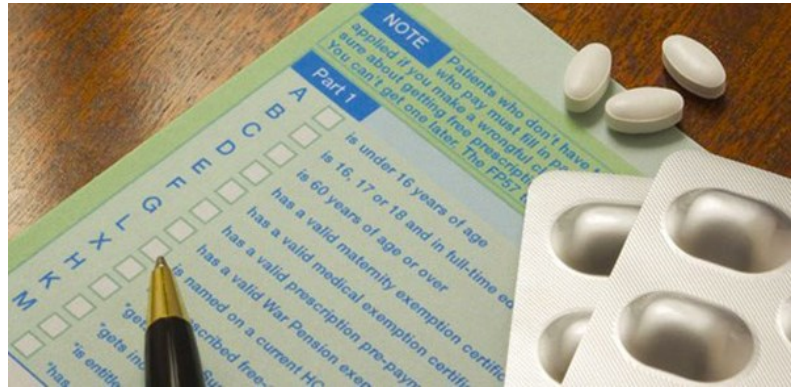


Inside this issue:

MERGE OF NHS CONTRACTS & CLINICAL SYSTEMS	1
PRESCRIPTION ORDERING	2
GIVING BLOOD	2
PRACTICE NEWS	2
PATIENT GROUP	4

PRESCRIPTION ORDERING FROM APRIL 2018

From April 2018 we will be issuing regular medications (repeat prescriptions) automatically, this means you will no longer need to contact the Practice to ask for it to be re-prescribed. Patients will need to order any 'As Required' and variable dose medications such as: pain relief, inhalers, na-



sal sprays, eye drops, creams and ointments, insulin and other diabetic equipment and liquid medications. Prescriptions will be available to collect from the surgery the day before your prescription is due, patients who have signed up with a chemist for the 'Electronic Prescription Service' can collect their medication from the Pharmacy on the day the medication is due. For more information please visit our Practice Website: www.hollynshealth.co.uk or call into the surgery to collect an information leaflet.



Giving blood saves lives. The blood you give is a lifeline in an emergency and for people who need long-term treatments. Many people would not be alive today if donors had not generously given their blood. We need

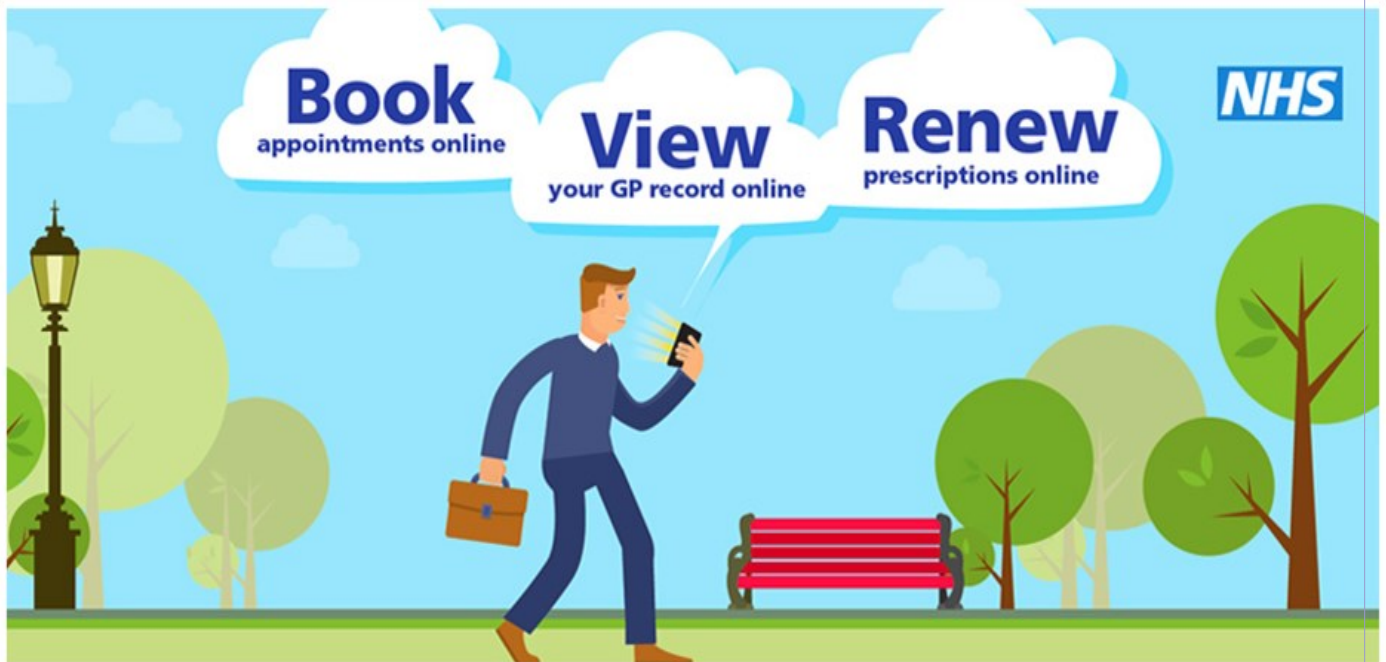
over 6,000 blood donations every day to treat patients in need across England. Which is why there's always a need for people to give blood. Each year we need approximately 200,000 new donors, as some donors can no longer give blood. Most people between the ages of 17-65 are able to give blood. Around half our current donors are over 45. That's why we need more young people (over the age of 17) to start giving blood, so we can make sure we have enough blood in the future. Find out who can give blood, and then book an appointment to give blood. For further information please visit: www.nhs.uk

PRACTICE NEWS

Sadly for us Bronte (Practice Nurse) and Aneela (Patient Services Administrator) have left our team at Hollyns, we would like to wish them every success for the future. We would like to welcome 2 new members to our team, Chai Loh an Advanced Nurse Practitioner who works across both our Clayton and Allerton sites, also Diane Le Clercq our Patient Services Administrator. As from April our new Administration Hub Manager Karen O'Rourke will also be joining us.

Farewell
and
Good Luck

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 November 2017 and 31st January 2018 Hollyns Health & Wellbeing—Clayton had **369** Did Not Attend appointments. That's **99** hours worth of wasted appointments.

Hollyns Health & Wellbeing—Allerton had **737** Did Not Attend appointments. That's **178** 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. The next Patient Group meeting will be taking place on Tuesday 13th March 2018 at 6.00 till 7.30pm at our Allerton 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 website.

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

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

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

Chai Loh (Advanced Nurse Practitioner) (female) works: All day Tuesday, Wednesday mornings, Thursday and Friday all day.

Dr Q Hussain (male) works: All day Monday to Thursday.

Dr Z Hafeez (female) works: All day Friday

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