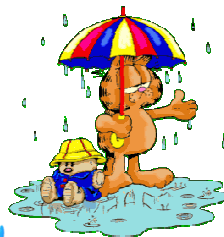




Crossley Street Surgery



Patient Newsletter - April 2018

SPRING



Crossley Street Website

Our website has had a complete upgrade—new layout, and lots of new content added. Why not check it out?

www.CrossleyStreetSurgery.co.uk

The website is updated on a regular basis, and there are lots of resources for patients, to help you find the right help from the right place, including patient information leaflets, links to other useful websites, and videos on self-care.

We hope that our new website is easy to navigate, and that you will find the information we have put together useful. We would welcome any feedback you have on the website, whether it's positive or negative. We would like to know what you think about the content, and how easy it is to find what you're looking for.

We are also now on Twitter and Facebook, so if you would like to follow us, and receive updates about what's happening at the surgery, you can follow us below:

twitter.com/CrossleyStreet

facebook.com/CrossleyStreet



Ordering Prescriptions Online

If you wish to, you can use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly, and cancel your appointments. Please speak to a member of reception for more information. You will need to present a form of photo ID when you sign up.



Did you sign up for SystmOnline in the past? If you haven't used it for a while, or you have forgotten your password, speak to reception, and we can arrange to have your password reset.

Non-Emergency Transport Criteria

In keeping with other NHS organisations, we can now only arrange non-emergency transport for those patients who have a clinically-stated medical need that prevents them using private or public transport.

In future, our reception team will need to ensure you meet the set criteria before agreeing to arrange your transport and will enquire if you are able to make your own way or can make alternative arrangements via friends or family.



Online Blood Test Appointments

Did you know that you can now book your blood test appointment online? If you have a SystmOnline account, you can book an appointment for a blood test in the same way that you can book an appointment with a GP.



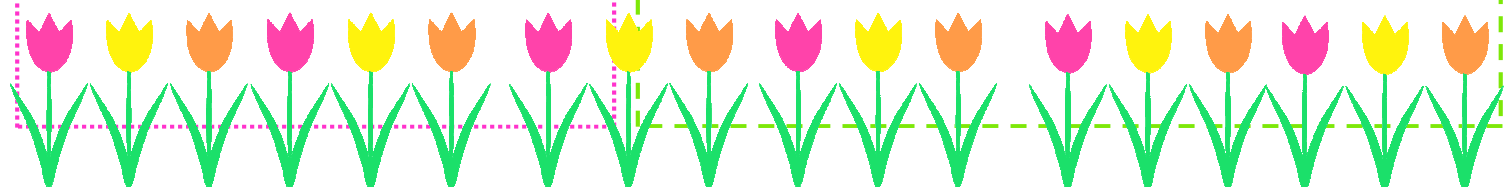
Please note that these appointments are for blood tests ONLY, and the Health Care Assistant is unable to check your blood pressure, your weight, or anything else in these appointments. You can, however, have your blood pressure and weight checked on the surgery POD while you are at the practice.

Sick Notes



We often receive requests from patients for sick notes to be signed with a future date.

Please note, sick notes **cannot** be future dated. They can, however, be back dated, if necessary.



Connect Well Leads

Connect Well is a new social prescribing service, which works in partnership with primary care to navigate people to relevant services and support groups within the community.



About Connect Well

“Our aim is to connect people to services and activities in their community in order to benefit overall health and wellbeing.

We believe that everyone can live a fulfilled life, however, sometimes people need help to achieve this.

Feeling connected to your community has lots of health and wellbeing benefits that support resilience, independence and good physical and mental health.

Our Wellbeing coordinators are based within GP practices providing 1-2-1 support over the phone and face to face. Community outreach from GP surgeries and other community locations is undertaken as appropriate.”

Andrea Vickers, our Wellbeing Coordinator, has a **clinic at Crossley Street Surgery every Thursday**. For more information please speak to reception or, if you would like to self-refer, please download the self-referral form from our website.

The service is available to individuals aged 18 and over registered with a GP in the North Leeds CCG area.

Wasted Appointments in March

Last month, the number of GP & Nurse appointments where the patient did not attend was:

67



This was equal to:

16 hours

If you are not able to attend your appointment for any reason, please do let us know, so that your appointment time can be used by somebody else.

If you provide us with an up-to-date mobile number, we can send you appointment reminders by text, and you can cancel your appointments by text as well. You can also cancel your appointments using your SysteemOnline account.

Surgery Closures

The surgery will be closed on the following dates:

- Monday 7th May
- Monday 28th May



The surgery will also be closed on the following **afternoons** for training purposes:

- Thursday 26th April
- Thursday 10th May
- Thursday 21st June

When calling the surgery after 12pm on any of the above dates, you will be put through directly to the Out of Hours Service. Please be sure to allow plenty of notice for ordering repeat prescriptions.

Please note that Day Lewis pharmacy will remain open on the Thursday afternoons when the practice is closed.

Nurse Appointments

Did you know, you can book nurse appointments up to 8 weeks in advance? If you need to see the nurse on a regular basis, for example for regular dressings or injections, please allow plenty of time to book these. You can book more than one appointment at the same time, if necessary.



Do we have your current mobile number?

If we have your mobile number, we can send you appointment reminders by text message. This facility also allows you to cancel appointments by text, saving you time, and freeing up appointments for others.



Doctors can now send you your test results via text message as well, so please make sure that we have your current mobile number next time you're in the surgery.

