



Message from the Practice Manager

As I am sure you are aware we had a new phone system fitted a few weeks ago. The system was commissioned and is paid for by the Leeds Clinical Commissioning Group, and as such we were unable to make significant changes to the "off the shelf" package. The major advantage of this new system is that there has been no cost to the Practice for the service, hardware or installation, which will enable us to free up funding to invest in other areas of patient care.



We are grateful to patients who give us appropriate feedback and we are ensuring this is passed on to the suppliers. Once we have had a suitable bedding in period we will take all the comments and work with our supplier to enhance the service as much as we are able. In the meantime we would ask for all our patients to please be patient, whilst both they and we get used to the new system.

Anita Hampson, Practice Manager

New Telephone System



As Anita mentioned above, we had a whole new telephone system installed at the practice in March. As with any new technology, there is a learning curve, as these new phones work differently to our old system. We are currently trying to iron out the kinks, so we would appreciate everyone's patience during this time! Soon we will have the ability to tell you where you are in the queue of people calling the surgery. This will help you decide whether you are happy to wait in the queue or whether you would prefer to call back later.

As always, we are a very busy surgery and we experience an extremely high volume of calls. In an effort to alleviate some of the pressure from the telephones, please could we remind you of the following:

- You can book GP appointments and blood tests using SystmOnline
- If your call is for something other than an appointment and isn't urgent, please don't phone at 8am, as this is when our phones are busiest
- If your enquiry is about the practice and NOT a medical matter, you can use the contact form on our website
- You can also contact us by e-mail at enquiries.crossleystreet@nhs.net. Any emails received will be acknowledged within two working days, however a full response to your enquiry may take longer. Please note we cannot correspond on medical matters via email at this time
- You can now contact us via eReception from your computer, tablet or smartphone —for more information please visit our website
- If our phones are very busy, please do not attempt to "jump the queue" by choosing the option to speak to a secretary—they will not be able to help you with your query, nor are they able to transfer you to reception. You will be asked to call back and choose the correct option



Car Parking



As you may have experienced yourself, car parking at Crossley Street can be challenging. We only have a limited number of parking spaces and this problem is often compounded by those taking up spaces when they are not visiting the surgery. We appreciate that it can be frustrating when there are no free spaces, but please can we ask you to keep in mind the following:

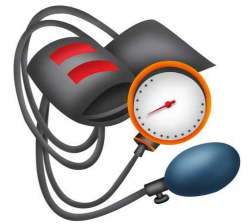
Please **DO NOT**:

- use the car park to drop your child off at school - if you are not visiting the surgery, please park elsewhere
- park on the yellow hatches in the middle of the car park - this puts your car at risk of being damaged
- park on the double yellow lines along the side of the surgery - this can make it difficult for emergency services to access the surgery and makes it hard for patients to enter and exit the car park
- park in the staff section of the car park - this can result in cars being blocked in and identifying the owner of the car can be difficult

The large car park across the road from the surgery offers free parking for up to 2 hours, so if our car park is full, please consider using this. Thank you.

Home Blood Pressure Monitors

If you are loaning a BP machine, please note that these should only be kept for a week. For example if you collect the BP machine on a Monday, please return it before lunchtime on the following Monday - it is important that the machine is returned on time because another patient will be booked in to borrow it. We only have a limited number of machines so if they are not returned promptly this can result in us not having a machine available for the next patient to borrow.



Wasted Appointments in March

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

111

This was equal to:

23 hours and 18 minutes



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 SysteOnline account.

Surgery Closures

The surgery will be closed on the following dates:

- Friday 19th April
- Monday 22nd April
- Monday 6th May
- Monday 27th May



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

- Thursday 9th May
- Tuesday 11th June
- Thursday 20th 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.

