

May 2019

Leeds Road Practice



Welcome to the third edition of our monthly newsletter aiming to provide you with up to date information regarding the practice. We hope that you like our

new format and we are always looking for ideas in regards to how we can improve so please provide feedback to Leedsroadpractice@nhs.net

Please be aware the surgery will be closed on Thursday 2nd May and Tuesday 11th June from 13:00 – 18:00 for essential staff training and development. For **urgent medical** advice during this time please call **111**. For **medical emergencies** please call **999**.

The surgery would like to welcome a number of new starters in April and May. In Reception we would like to welcome Mr Luke Reilly and Miss Jessica Whiteman (Apprentice). Ms Anna Fenton will be joining the Administration team mid-May as a Medical Administrator.

Did you know we offer a number of pre-bookable appointments with GP's, Nurses, Pharmacists and physios at Harrogate's Extended Access clinic? Appointments are bookable through contacting our Receptionists on 01423 566636.

Bank Holiday Closure

Please be aware the surgery will be closed on Monday 6th May for Early May Bank Holiday

The surgery will also be closed on Monday 27th May for the Spring Bank Holiday.

If you require urgent medical advice during this time please call NHS 111, if you require urgent medical attention during this time please call NHS 999.

The surgery will be providing a number of pre-booked appointments on both Bank Holidays at the Extended Access Hub. Please contact us directly to book

'TRY THE NEW NHS APP'

If you're a patient at our practice you can now use the new NHS App, a simple and secure way to access a range of NHS services on your smartphone or tablet.

You can use the NHS App to check your symptoms, get instant advice and from the week commencing 13th May you will be able to book appointments, order repeat prescriptions, view your GP medical record and more.

If you already use SystmOnline you can continue to use it. You can use the NHS App as well which you may find more user friendly and has the add symptom checker that may be useful for all users.

For more information got to www.nhs.uk/nhsapp

WHAT WE DID FOR YOU IN MARCH

We hope that you will find these figures both interesting and enlightening and we thank our patients for their patience in what can often be challenging times when they contact the surgery. The practice continues to provide the highest standard of care within the resources available.



April 2019 – WITHIN 1 MONTH

% INCREASE OR DECREASE

Registered Patients:	13,663	+ 0.18%
Calls Received:	6,566	- 35%
Calls Made:	3,689	- 5.5%
Appointments Attended:	5,958	+ 5.5%
Referrals Made:	391	+ 10%
Prescription Items Issued:	22,535	+ 6.7%
Home Visits:	226	+ 7.1%
Laboratory Results:	1,491	- 2.1%
Correspondence Sent and Received:	6,847	+ 18%

We would again like to thank the majority of our patients having achieved a 98.2% attendance rate against all of our appointments. However 1.8% failed to attend which accounts for 110 appointments. This accounted for over 26 hours of clinical time that could have been used by other patients. This time is still utilised by our clinical team and often enables our clinicians to catch up when they have over run or to complete necessary admin, reviews or follow up calls to other patients, so never goes wasted. However it would be better if it was used as it was created for by our patients who need appointments.



Armed Forces Veteran friendly accredited GP practice

Veterans Health Awareness

The Leeds Road Practice is pleased to announce that we have received Royal College of General Practitioners Accreditation in regards to Veterans Health Awareness.

The scheme, called the Military Veteran Aware Accreditation, has now been adopted by NHS England and the Royal College of GPs as a nationwide initiative so that family doctors can better identify and treat veterans, ensuring they get access to dedicated care where appropriate.

The practice lead for Veterans Awareness is our Business Manager Mr. Andrew King who himself has served for over 25 years in the military and wishes to ensure that 'we as a practice and as a wider health system make sure that our Veterans are not forgotten and they can be signposted to the correct services.