

# Patient Newsletter

Westfield Medical Centre

Date: Jul 2017

Issue : 13



**GP Leaving**—Dr Suemyaa Alam left the practice end of June due to relocation  
**Nurse retiring**—Nurse Sue Wilson retired in June  
**New receptionist apprentice** – We welcome Danielle who joined the reception team in June

**Date of next Patient Participation Group meeting:**  
29th July 17 10.15-11am at Westfield



**Don't forget**  
to cancel

your appointment if you can't make it.

There were **728** wasted appointments for Dec 16-May 2017

## **Practice News -**

With the retirement of Dr Babu, Westfield Medical Centre has combined forces behind the scenes with The Ridge Medical Practice, a large GP practice based in Bradford. On day-to-day basis this will make no difference to the services you enjoy as a Westfield patient or the to the team that provide your care on a daily basis. The Ridge brings a wealth of experience in providing high quality patient care to patients in Bradford and behind the scenes are helping to bring better and more efficient processes which are helping us to provide even better care. With a large multi-skilled team they are able to provide a number of services that go beyond a standard GP practice and have a large support team helping us to run the practice.

All patients have a named GP who is responsible for your overall care at the practice. Dr Samar Shefta is you named GP. This does not mean that you must book appointments with your named GP, you can still be seen by any GP in the practice.

Doctors based at Westfield are : Dr Samar Shefta—Lead GP, Dr Shobita Valsan Joy and Dr Charlotte Coffey.

**HOW DO I ARRANGE TO SEE MY DOCTOR?** We provide what is known as 'advanced access appointments service'. In essence, this means that we provide clinical care in a range of ways, which should mean that you get better access to clinicians.

For a same day appointment you need to ring the surgery between 8am-10am. Reception staff are required to ask you a few questions to gather more information for the doctor before they add you onto the telephone triage rota for that day. The doctor will return your call sometime throughout the day. Please note that we will be unable to give you a time. The doctor will then discuss with you if they need to bring you into the surgery or if they are able to treat you over the phone. If you need to book a routine follow-up appointment with a particular GP you can make an appointment up to two weeks in advance. Please phone after 10.30am to avoid busy times. Many routine appointments are for patients who have a long-term or chronic condition that needs monitoring on a regular basis.

Our medical receptionist may well ask you to give an indication of why you need to see the doctor so that you can be booked into the most appropriate appointment. Patients who request to see a particular doctor need to inform reception staff at the time of booking. If a double appointment is required then please request at time of booking. Please contact the surgery if unable to keep your appointment.

1st Floor

The Reginald Centre  
263 Chapeltown Road  
Leeds LS7 3EX

Phone: 0113 4679744  
E-mail: [westfield@nhs.net](mailto:westfield@nhs.net)

### How your pharmacist can help:



Pharmacists play a key role in providing quality healthcare. They are experts in medicines and will use their clinical expertise, together with their practical knowledge to advise you on common problems/minor ailments such as coughs, colds, aches and pains, as well as healthy eating and stopping smoking.

Pharmacists can also help you decide whether you need to see a health professional. If you would like to buy an over-the-counter medicine, the pharmacist can help you choose one. They can also advise you on whether you need to see a GP. You don't need an appointment to see a pharmacist.

### NHS Bowel screening test

Everyone aged 60 - 74 will receive a pack through the post to screen for bowel cancer. If you are in the age group and have received the pack and are unsure of what to do please make an appointment to see Michelle our HCA who will explain what to do, it's easier than you think!

Being aware of your body and recognising when things are not quite right is your first step to avoiding serious health problems: more than 90% of cases of bowel cancer could be successfully treated if caught early.



### New services:

**Minor Surgery**—we now have a minor surgery clinic once a month, This includes minor surgical procedures such as cysts and lumps, In growing toenails, no-scalpel vasectomy and joint injections. Patients are referred to this clinic by a doctor.

### Mental Health Service

The mental health wrap around service is a small team of mental health professionals, including a mental health nurse, specialist pharmacist and a therapist who work closely with your GP practice. The aim is to try to meet your mental health needs earlier so as to avoid you becoming more unwell or distressed. The team aims to provide quick assessment of your needs and get you the right help first time. Your GP or practice nurse may recommend a referral to our service if they feel you would benefit. If this is the case you will be seen within your GP practice or within the Reginald centre, you won't need to travel elsewhere.

If you would like more information about the service please ask at the practice and a member of our team will aim to answer your questions as quickly as possible.

Members of the team include:  
Carole Davies- Senior mental health nurse  
Kelly Boyd- Therapist

**Paracetamol & Ibuprofen** -Last year GPs in Leeds spent over £2 million on prescriptions for paracetamol and ibuprofen. It costs the NHS four times as much to issue a prescription than it does for you to buy them yourself. This money could be spent on other treatments, for example to prevent stroke in over 2,500 people a year. **Please help your NHS by buying your own painkillers.**

### Repeat prescription request by Westfield email address

Please note from 1st Feb 2017 you will no longer be able to use westfield@nhs.net to request your repeat prescriptions. You will need to register to use our online service as soon as possible. As well as ordering repeat prescriptions, with System online you can book or cancel appointments and view your medical records. To register for online, you will need to come to the surgery and complete an application form. You will need to bring 2 forms of ID, one photo and one proof of address. You will then be given a secure password to use the online service.

### PATIENT PARTICIPATION GROUP

Are you interested in finding out more about Westfield Medical Centre?  
Would you like to influence the development of local health services?  
If you would like to come along to the meeting, or if you have any queries about the Patient Participation Group, then please contact:  
Sue Bates-Patrick (Office Manager) on 0113 4679744