



GRANGE PARK SURGERY

SPRING 2015

Training in the Practice

In February of this year Dr Jowett was pleased to be revalidated as a GP Trainer. The Practice has been reapproved to train General Practitioners and hopefully will continue to produce the high standard of GP's that we have had in the past. Several of whom have returned to the Practice to work.

We take pride in our training status and also in our student training. You may also have noticed that we frequently take intending medical students to try and encourage them not only to do medicine but to consider general practice in the long term.

We have also had Doctors from other specialities who are considering general practice and we hope that our enthusiasm rubs off and they change paths to General Practice.

This is a difficult time for medicine and recruitment, numbers are low. This must be a surprise to all of you with children considering medical school as competition for places is extremely high.

We greatly appreciate your help with our GP trainees, students and intending students, but please remember that you can ask to see your Doctor alone if you wish.

Our trainees are skilled experienced Doctors working under supervision of the Partners. They will occasionally ask that a consultation is videoed. This is so their consultation skills can be reviewed and hopefully honed so that they come out of training as top quality GP's.

We would greatly appreciate your help and we thank all of you who have agreed to be videoed or to have a student present at a consultation and also all of you who will in the future. It is a very important part of medical training.

Appointments

We endeavour to provide continuity of care with a doctor of your choice, but also recognise the need for urgent care.

For this reason we provide a surgery on a Monday to pick up issues that have developed over the weekend and a Friday to pre-empt weekend problems. These are book on the day, urgent sessions. As you can imagine these are busy sessions so we would ask that you bring only the immediately necessary issue.

It is often appropriate to deal with an issue on the telephone and the doctors will phone you back during this session. This may provide a more convenient means of contact and please remember you can book telephone appointments in any of the surgeries in the week. The doctor will phone you back within a timeframe dependent on work load.

Urgent appointments on the other days of the week will be seen by the on call doctor as usual. We appreciate your co-operation in making this work. We continue to review the system.

Appointment times

We wish to take this opportunity to thank all of you for your continued patience within the practice. As we are sure you are all aware from the press, General

Practice is getting busier, indeed the Royal College of General Practitioners estimates that the average number of consultations carried out by each GP in England per year has increased by 1,450 since 2008 from 9,264 to 10,714.

Consultations have been set at 10 minutes for many years now. It is the same consultation time whatever the problem you have. We would like to increase this time, but with an increased amount of appointments needed we are unable to do this currently.

Please remember that we see a huge variety of issues from acute medical problems, such as a sore throat or ear ache, to chest pain, depression, pregnancy related conditions and children with complex needs.

We also now look after many patients with long-term conditions, who previously, would have been looked after within the hospital setting. The majority of these problems are unable to be dealt with in a 10 minute slot. We try very hard to be on time but sometimes we are unable to manage this.

Please be reassured that we do our utmost to offer you a comprehensive appointment to deal with your needs, be considerate and kind and try to keep to time.

Please be understanding, both to the receptionists and other patients when your appointment is not on time.

Occasionally we have severe life threatening emergencies within the practice, and once again we wish to thank you for your patience when we are very late. Several Doctors may need to be involved to provide life saving care whilst we are waiting for the emergency services. Many of these patients collapse without warning and therefore there is no way of predicting when this will happen. We do realise that there is always the possibility of an Ambulance blocking your exit – again we ask you to be patient.

Patient Participation Group

Open Meeting:

Thursday 23rd April 2015 at 7pm in the Waiting Room – **Reducing Waste in Prescribed Medicines** by Lesley Tasker, our Pharmacy Advisor. **The New Warfarin Clinic** at Grange Park Surgery by Dr Stephen Day.

EVERYONE WELCOME

Please come along if you have any ideas on how to improve our Surgery.

Citizens Advice Bureau

CAB is pleased to confirm that they have been funded by Bradford Council to deliver advice in St Mary's Parish Centre, Station Road, for a further year, until 31st March 2016.

Advice and information services help tackle the social inequalities in society that lead to the health inequalities we all experience. This partnership is helping tackle these inequalities.

Patients can see Nusrat Qureshi by phoning Reception to make an appointment for a Thursday morning.

Warfarin Clinic

We are pleased to announce we will shortly be starting a Warfarin Clinic here at Grange Park Surgery. This will take place on a Thursday afternoon and all patients currently taking Warfarin will be contacted over the forthcoming weeks and invited to attend. It is anticipated that this Clinic will make life much easier for patients rather than having to travel to Otley, Ilkley or even Airedale Hospital.