

2020 Newsletter



Introduction

What a year we have had so far. There have been many changes in the way we are having to work at the surgery due to the Covid19 pandemic. When you next attend the practice you will notice screens up on our reception desk to offer both yourself and our reception team peace of mind. Currently you will be asked to wait at the door on arrival where a member of reception will take your name and inform the clinical staff you have arrived. You will be collected by your nurse or doctor who will invite you in to the practice and ask you to wear a face mask and sanitize your hands.

All appointments need to be booked over the telephone and should you wish to see a doctor this will initially be a telephone triage call with a GP who will then invite you down to the surgery if necessary at an allotted time. You may be asked to supply us with a photograph of the problem you wish to discuss, if so you will be given a secure method for sending this information to us.

E-Consults

(An alternative to a GP telephone call)

We are also encouraging you to fill in an e-consult via our web site where possible giving us as much information as possible and then the appropriate person will contact you with 48 hours either via email or telephone.

What can I use an e-consult for?
Sick note requests, travel/immunisation requests, medical report requests, hypertension reviews and general illnesses

This is a simple process where you choose the appropriate link and then answer all the questions.

Prescription Requests

We ask that you either register for online medication ordering via Systm1 online or fill in your green prescription slip or put your details and medication request on a piece of paper and post it through our external letter box in person or via a third party or send via royal mail.

Mobile Phones

Did you know if you register your mobile phone number with us we can text you to remind you of your appointments and also send through test results and other important messages?

Wharfedale, Airedale & Craven Alliance (WACA)

We are now part of Wharfedale, Airedale & Craven Alliance (WACA) which is a tightly-knit federation of eight independent, innovative GP practices covering a population of 72'000 patients. Our focus is to continue to provide very high quality clinical care with the patient at the centre of our decision making. WACA is an independent voice for primary care within the three diverse communities of the Airedale, Wharfedale & Craven Clinical Commissioning Group region. If you would like further information on WACA please visit our website at <http://wacalliance.co.uk>

Changes to our Team

In January this year Dr Laura Molyneux became a partner in our Practice. Dr Lockheart returned from maternity leave as a retainer gp and Dr Ross Brown and Dr Beth Devlin have joined our team of doctors. Our nursing team has benefited from the arrival of Nurse Sophie Wallace. Our reception team is complete; we have a team of 7 staff working shifts to help you navigate your way through all our changes.

Our administration team has also welcomed 2 new team members.

We have a dedicated prescription Clerk Helen who will be processing your medication requests alongside Akash Anwar who is dealing with any medication reviews and acute requests. Sue Moorchild has also joined our team as our Social Prescriber

Patient Participation Group

The patient participation group is a small group of patients who volunteer and work alongside the practice to help improve communication between the practice and our patients. This includes carrying out surveys and promoting and support health care.

Please contact Gill Bowskill if you are interested in becoming a PPG member at gillbowskill@aol.co.uk.

Patient Survey Forum

As part of the consultation process with our patients, Grange Park has regular meetings with the Patient Participation Group. We also have a group of patients who we contact by email, very occasionally, either to survey their views or to let them know about new information on the surgery website. If you would like to be part of this group, please contact gillbowskill@aol.co.uk from our PPG (as above).

Flu Season

We are just waiting for a confirmation of our vaccines arrival date and then we will be planning our flu clinics – format this year may be different so watch this space

Annual Health Recalls

You may start to receive letters and text messages from us shortly to contact us to book your annual recalls, please be assured we are keeping our surgery as safe as possible for you to visit therefore please do not put off attending for your annual checks.

Pneumococcal Vaccine

All patients over the age of 65 are eligible for a FREE Pneumococcal vaccine. This is a very important vaccine. There has never been a more important time to keep on top of your immunisations. Therefore if you have not yet had your vaccine, please contact reception to book an appointment

NHS Health Checks

NHS Health checks are being offered to people aged between 40 and 74 once every five years on a rolling programme which will be starting by targeting those most at risk of developing certain conditions. The risk can be due to genetics, lifestyle choices or sometimes certain types of medication can affect your health, for example, by making you put on weight. As the programme develops everyone between 40 and 74 – apart from people already receiving treatment for a long term condition – will be invited for a health check. The check is to assess your risk of developing heart disease, stroke, kidney disease or diabetes. If there are any warnings signs, then together we can do something about it. By taking early action, can improve your health and prevent the onset of these conditions.

Love Burley

Love Burley are a team of volunteers in the village who are happy to help anyone, if you just need to chat or need help with your shopping. Ring Becky or Robert below and they will Buddy you up.

Robert 07802 800016
Becky 07874 226690

Useful Telephone numbers

Grange Park Surgery	01943 863108
Dentist, A P Hicks Burley Dental Suite	01943 864073 01943 865600
Midwife	01535 292411
Cohens Pharmacy, Burley In Wharfedale	01943 863158