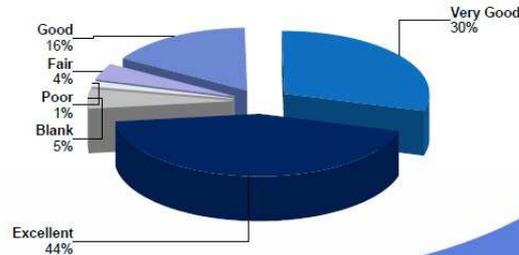




## Patient Newsletter - July 2017

# 90%

of all patient ratings about this practice were **good, very good or excellent**



Thank you for your participation in this survey

Patient Experience Survey Results 2016/2017  
Crossley Street Surgery



### Going on Holiday?

If you are going abroad, and you're not sure if you will need any travel vaccinations, please visit [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk)—they can tell you what vaccinations you may need. Then you can make an appointment with one of our nurses, or arrange to speak to someone if you're not sure whether your current vaccinations are up to date. Please note, we no longer offer Yellow Fever vaccinations.

### Ordering Prescriptions Online

If you wish to, you can use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly, and cancel your appointments. Please speak to a member of reception for more information. You will need to present a form of photo ID when you sign up.

Did you sign up for SystmOnline in the past? If you haven't used it for a while,

or you have forgotten your password, speak to reception, and we can arrange to have your password reset.



### Accessible Information

The Accessible Information Standard is a new 'information standard' for implementation by all organisations that provide NHS or adult social care. It aims to ensure that people who have a disability or sensory loss receive information that they can access and understand, for example in large print, or via email, and professional communication support if they need it, for example from a British Sign Language interpreter.

Individuals most likely to be affected by the Standard include people who are blind or d/Deaf, who have some hearing or visual loss, people who are deafblind, and people with a learning disability. However, this list is not exhaustive.

If you have information or communication needs relating to a disability, impairment or sensory loss, or if you are a parent or carer for someone who has such information or communication needs, please ask reception for a Communication Needs form and we will ensure that your needs are recorded.

### Blood Tests

Did you know that if you're unable to book a suitable appointment for a blood test, you can have your bloods taken elsewhere? Below are the details of two blood clinics nearby.

You will need to collect a blood request form (known as an ICE form) from reception, and make sure to take it with you when you go.



#### Harrogate District Hospital

**Location:** Ground Floor, 2nd left off the Main Corridor

**Opening Times:** Mon, Wed, Thurs, Fri 08.30 – 16.50 Tues – 07.30 – 16.50

**Please note:** The department is generally quieter on Wednesday, Thursday & Friday afternoons. Mornings can be quite busy.

#### Sainsbury's, Wetherby Rd, Harrogate

**Location:** The Pharmacy section of the store

**Opening Times:** Mon – Friday 07.30 – 11.00

## Pharmacy First

All pharmacies across North Leeds are offering a service called Pharmacy First to patients who are registered with a GP practice in North Leeds.

The Pharmacy First service gives you the option of visiting your local pharmacist for self-care advice for common health conditions such as coughs, colds or earache. Pharmacy First encourages patients to self-care following advice from their pharmacist. Patients will only be recommended or provided with medication if absolutely necessary.

The service reduces the need for you to make an appointment with your local GP, use an out of hours NHS service or visit A&E. This means when you have a common condition that can be treated with self-care or over the counter medication if absolutely necessary you can go to your pharmacy first. (If you don't pay for your prescriptions, any necessary medication will be free. Otherwise you will have to pay for the over-the-counter cost of the medication.)

Many pharmacies across North Leeds are open until late and at weekends, which is useful if you start to feel unwell with one of the minor ailments included in Pharmacy First and you don't need an appointment to access the service.

Pharmacists can give advice on a number of conditions, including:

- Cough
- Sore throat
- Athletes foot
- Fever
- Constipation
- Indigestion
- Warts and verrucae
- Cold
- Threadworms
- Thrush
- Blocked nose
- Head lice
- Diarrhoea
- Chicken pox
- Earache
- Teething
- Hay fever
- Sprain or strain
- Insect bites & stings
- Nappy rash

For more information, speak to your local pharmacist.

PHARMACY  
FIRST

NHS

YOUR PHARMACIST  
IS THERE TO HELP

You don't need to wait for a doctor's appointment.

Quick, friendly advice and treatment:



Other conditions include:  
➤ Athlete's foot   ➤ Sprains or strains  
➤ Thrush   ➤ Hay fever  
➤ Threadworms

Advice from your  
pharmacist is always free

Use your  
PHARMACY  
FIRST

## Surgery Closures

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

- Thursday 29th June
- Thursday 20th July
- No closure in August
- Thursday 7th September
- Thursday 12th October

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.



## Wasted Appointments in June

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

72

This was equal to:

13 hours and 55 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 SystemOnline account.



## Flu Season

It might seem like a long way off, but Flu Season will be here before you know it! If you are aged over 65, or have a condition which makes you eligible for a flu vaccination, keep your eyes open in the surgery towards the end of Summer when we will be offering dates for our annual flu clinics.

