



Crossley Street Surgery

Patient Newsletter

April 2022



New Staff Update

There have been a lot of recent changes to our staff, so allow us to update you on our current staff list (members in red have joined the practice in the last 2 years, since our last Patient Newsletter):



GP Partners

Ellis Rickwood, Maria Frith, Mark Salisbury, Deb Lawrence, Gill Kitchen, **Nick Bennett**

Salaried GPs

Sarah Fraser, Zandra Quinn, Jess Jones, Emma Rivers, **Steph Bellamy, Ruth Hodges, Sam Browning**

GP Registrars

Amit Chopra, Moe Moe Thu, Emily Parsloe, Jonathan Thompson

Nurses

Sharon Lax, Sarah Rushforth, Sarah Hayes, Lynsday Savery

HCA's

Debbie Kaye, **Rusty Ripley, Andrea Pallister**

Reception Team

Anu, Clare, Diane, **Donna**, Emma, **Janine**, Jo, **Julie**, Lindsay, **Liz**, Marie

Admin Team

Andrea, Beth, **Bex**, Deb, **Hannah**, Jayne, **Monika**

Management Team

Sarah-Jayne Humphries, Maureen Mazza, Anita Downie, **Eliza Venizelou**, Sharon Lax

Surgery Closures



The surgery will be closed on the following **bank holidays**:

- Friday 15th April
- Monday 18th April
- Monday 2nd May
- Thursday 2nd June
- Friday 3rd June

Please be sure to allow plenty of notice for ordering repeat prescriptions.

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

- Thursday 28th April
- Thursday 26th May
- Thursday 23rd June

When calling the surgery after 12pm on any of the above dates, you will be redirected to the Out of Hours Service. Please note that Day Lewis pharmacy will remain open on the Thursday afternoons when the practice is closed.

Prescribing of over the counter medicines

Your GP, nurse or pharmacist will not generally give you a prescription for certain medicines that are available to buy in a pharmacy or supermarket, even if you qualify for free prescriptions.



This applies to treatments for these conditions:

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|--------------------------------------|------------------------------------|---|
| • Acute sore throat | • Dry eyes / sore tired eyes | • Insect bites and stings |
| • Minor burns and scalds | • Mouth ulcers | • Travel sickness |
| • Conjunctivitis | • Earwax | • Mild acne |
| • Mild cystitis | • Nappy rash | • Warts and verrucae |
| • Coughs, colds and nasal congestion | • Excessive sweating | • Haemorrhoids |
| • Mild dry skin | • Infant colic | • Oral thrush |
| • Cradle cap | • Sunburn | • Head lice |
| • Mild irritant dermatitis | • Infrequent cold sores of the lip | • Prevention of tooth decay |
| • Dandruff | • Sun protection | • Indigestion and heartburn |
| • Mild to moderate hay fever | • Infrequent constipation | • Ringworm / athletes foot |
| • Diarrhoea (adults) | • Teething / mild toothache | • Minor pain, discomfort and fever (e.g. aches and sprains, headache, period pain, back pain) |
| | • Infrequent migraine | |
| | • Threadworms | |

Why does the NHS need to reduce prescriptions for over the counter medicines?

The NHS has been spending around £136 million a year on prescriptions for medicines that can be bought from a pharmacy or supermarket, such as paracetamol. By reducing the amount the NHS spends on over the counter medicines, we can give priority to treatments for people with more serious conditions, such as cancer, diabetes and mental health problems.



GP Community Pharmacist Consultation Service

What is this new service about?

From April, when you call the practice, you will be asked about your symptoms. **If they indicate that you can best be helped by a pharmacist, you will be offered a same day private consultation with a community pharmacist in Wetherby.**

Community pharmacists have already successfully seen thousands of patients for a consultation for a minor illness, following a call to NHS 111. This new way of arranging consultations with the pharmacist by a GP practice, has been successfully piloted around the county.

Why are you doing this?

Pharmacists are qualified healthcare professionals and experts in medicines. They can offer clinical advice and over-the-counter medicines for all sorts of minor illnesses, and a same day consultation can be arranged quickly and at a time to suit you.

This in turns frees up GP appointments for those people with more complex symptoms who really need to see a GP.

What happens when I see the community pharmacist?

We will share your personal details with the pharmacist and details of your minor illness and the pharmacist will contact you to arrange your consultation on the same day, or at a time that suits you.

You may be seen in person in a private consulting room, if the pharmacist thinks it appropriate, or your consultation may be carried out over the phone or via video. You will be asked about your medical history and symptoms and current medication, in the same way the GP would ask you about them.

Usually, the pharmacist will provide you with advice and can sell you an over the counter product where needed, if you choose. They will also send details of your consultation back to us for our records.

If the pharmacist feels you need to be seen by a GP urgently, they will call us to ensure you are seen, or they will advise you to contact the hospital Emergency Department if deemed necessary. You may also be referred back to us to arrange a non-urgent appointment or follow up.



What if I get free prescriptions from my GP?

Your pharmacist will provide you with advice on how to treat your symptoms, which may include a medicine or product. Medicines that can be purchased in a pharmacy to treat minor illnesses, are usually inexpensive and would not normally be prescribed by your GP anyway. You are free to choose whether to make a purchase or not.

What happens if I don't want to see the pharmacist?

We want to ensure that you are offered an appointment with the most appropriate qualified health care professional based on your symptoms. **If you have minor illness symptoms that can be treated the same day through a consultation with a qualified community pharmacist, but do not want to accept this referral, you will be offered a routine appointment with your GP on a future date.**

What if the patient is my child?

Children aged over one years are eligible to use this service and can be seen by the pharmacist. Children who are able to make their own decision about their health may be seen unaccompanied.

Why is this a good thing for patients?

Community pharmacies are local, open longer hours than the GP practice and can offer you the same consultation outcome at a time that is more convenient for you. If the pharmacist thinks you need to see the GP, they can help arrange an urgent appointment for you.

Patients who have already used the service liked the convenience of having a consultation on the same day, or a day that suited them, at a pharmacy of their choice.

78% of people who had a consultation with a community pharmacist were successfully helped.

