



PATIENT PARTICIPATION GROUP NEWSLETTER

ISSUE TWELVE SPRING 2022

Welcome News...

The members of the PPG are delighted that we can now resume having printed copies of our Newsletter available for patients to take away, as was the case prior to Covid. Copies will be available in all waiting rooms – please help yourself. Both the PPG and Surgery Newsletters can also be seen on the Crossley Street website.

Main Board Display...

As Covid restrictions ease it is now possible for PPG members to visit the surgery to remove the display on the large board, long overdue, and replace it with our new PPG message which will be a big Thank You to all who have worked tirelessly at the Practice over the last two years to look after all the patients of Crossley Street Surgery. As well as their usual workload the staff have been coping with Covid, extra workloads, vaccinations, and voluntary work, so all in our patient community should be very grateful to all who work at the Practice, as well as those in the wider Wetherby community who have volunteered to help with the vaccination programme at the medical centre. Please take a moment to look at the large PPG display board in the downstairs waiting room.

Spring Vaccinations...

Please look out for information about Spring Covid Booster Vaccinations, news will be put on the website. This 4th vaccine will be available for the over 75's, the immune suppressed and those in care homes. Please do not phone the surgery to enquire about the vaccination, you will be notified if you are eligible. More details will be available later.



Appointments...

Due to the exceptionally high demand of requests for appointments, both telephone and face to face, all of us will have experienced the very busy telephone lines from 8am onwards. There are several reasons why demand is so high – winter illnesses, Covid, elderly population requiring visits, patients becoming more poorly due to cancelled hospital appointments and operations, and so on – all genuine needs. General Practice in England has lost 1,500 doctors in the past five years, leaving the average doctor caring for 11% more patients according to official data (Feb, 2022). The doctors, nurses and all staff at the Crossley Street Practice are trying their hardest to meet the needs of all patients, but it is the receptionists who are the first point of contact and often unjustly face criticism, frustration, and anger from patients. **PLEASE** consider them, show patience, and try to help them to help you by giving as much detail as you can about what you need, how urgent your situation is, etc. The question and answer section below on appointment guidelines may help you. Once the surgery has passed the worst of its own staff absenteeism, it is hoped that forward bookings can be improved, and on-line booking reinstated

Appointment Guidelines Questions and Answers...

- Q. When should I ring 999 and NOT the surgery?
- A. If you have a condition which is life threatening, such as severe bleeding, suspected heart attack, hypothermia...(more details on the surgery website)
- Q. When should I go to A&E ?
- A. If you have a medical emergency, such as a suspected fracture, severe head injury, sudden loss of sight ... (more details on the surgery website)
- Q. If I want to speak to or see a doctor about a medical matter, when is the best time to ring the surgery ?
- A. The lines are open from 8am. Phone at that time if you feel your medical need is urgent and can only be dealt with by a doctor, not a pharmacist, nurse or physio for example. The receptionist will ask you a few questions and offer you a telephone or face to face appointment.

- Q.** If I want to see a nurse when should I ring ?
- A.** It is best to wait until the busy morning time is over and phone in the late morning or early afternoon. Again take time to explain to the receptionist why you want to see a nurse, e.g. a blood test, blood pressure checks, change dressings, etc.
- Q.** Can I make a forward booking for an appointment with a doctor?
- A.** Currently there are only a limited number of forward bookings. Ring the surgery at 8am to make your request, and if available you will be offered an appointment for up to **ten working** days ahead.
- Q.** How do I get an appointment with a pharmacist or physio ?
- A.** Phone the surgery late morning or early afternoon when the lines are less busy. The receptionist will take the details and arrange an appointment for you. There are many minor conditions that can be dealt with by a pharmacist – please see the website for further details.

Travel Advice

If you are planning any foreign travel for which you may need medication or vaccinations you may now make an appointment with a nurse at the surgery to give you the relevant advice.



Please ring the surgery for an appointment late morning or early afternoon avoiding the very busy phone lines early in the day. Please think ahead, and not leave this until the last minute as the nurses are busy, and some treatments which may be required may need to be spread over a period of time.



Patient Concerns

The PPG is a forum for patients to provide input and feedback on the services they receive, working closely with the Practice.

Members welcome feedback and would ask patients to write down their comments and concerns, anonymously if wished, and place them in the wooden PPG box on the front desk so that members can deal with them. If any patients wish to join the PPG and attend our monthly meetings, particularly younger patients, please contact us either via the surgery website or by contacting us via the PPG box.