



## PATIENT PARTICIPATION GROUP NEWSLETTER

ISSUE EIGHT

AUTUMN/WINTER 2020

### Hello to All Crossley Street Patients,

Unfortunately, due to the Coronavirus, we are unable to print and distribute our PPG Newsletter, but at least we can try, via the website, to keep patients updated with surgery events. However, it is appreciated that internet access may not be available to every patient, or they may not make a habit of looking at the surgery website, but under the circumstances this is our only option. For those who do read this Newsletter, please pass on our news to others who may not.

### What's New . . . .

At the end of September we said a sad, socially distanced farewell to the Practice Manager, Anita Hampson; we shall miss working with her very much, and wish her a long, and happy retirement. At the same time we welcomed Sarah-Jayne Humphries, our new Practice Manager at Crossley Street, and look forward to working with her.



### Facts and figures



In August alone, the Practice had 3206 appointments, 181 face to face appointments, 121 home visits, and 970 nurse appointments.

## A big thank you to all the staff at our Surgery . . .

On behalf of all patients we would like to thank the doctors, nurses, receptionists and all staff, as well as volunteers for the efficiently run flu-jab clinics at the surgery and the drive-through days at Bramham Park. A total of 5,248 patients, from all the local surgeries were vaccinated. We have sent a thank you on behalf of our patients to the organiser of the drive-through, which took an enormous amount of preparation and hard work. Thank you to all who volunteered to marshal, particularly when the weather was far from kind. If you are over 65 and have not had your flu jab, please contact the surgery – it is important for patients to protect themselves this winter, especially with the presence of Covid-19.

It can be very frustrating for patients trying to get an appointment when the surgery is very busy; the doctors, nurses, receptionists, and all who work at the surgery, including those at the pharmacy, are working very hard to meet the needs of patients. Please be understanding if you have to wait longer than usual to speak to someone. You will be helped. If you have registered your mobile number with the surgery for contact, you may well receive a message telling you if the phone lines are exceptionally busy.

- PPE has to be worn for all Face to Face appointments.
- Guidance from the government and medical bodies has to be dealt with on a daily basis.
- Our Practice is there for you, and despite unprecedented demand, you will be helped in an appropriate way however busy the Practice is, it is a very difficult time for everyone.
- **Could we remind everyone to please avoid parking in the space reserved for emergency vehicles; recently, cars were parked with engines running by the queue of people waiting to collect prescriptions, this is really not acceptable. Thank you.**

We should end on a positive note – we are lucky to live in Wetherby, where there are plenty of places to walk and enjoy the Autumn colours; wrap up warm, get exercise outside, keep good social distancing, smile at everyone, wear a face mask in shops and busy places, and wash your hands when you get home – these little things will help you keep well and safe, and help take the pressure off our hard working team at Crossley Street Surgery.

**Although the PPG cannot hold face to face meetings at the moment, we are meeting virtually, using Zoom technology; the last one was held on the 29<sup>th</sup> October and the next is scheduled for the 26<sup>th</sup> November at 4pm.**

**Minutes will be entered on the Surgery's website.**