



PATIENT PARTICIPATION GROUP NEWSLETTER



ISSUE NINE SPRING 2021

Hello to All Crossley Street Patients,

Due to the Coronavirus, we are still unable to print and distribute our quarterly newsletter but for those of you who can access the Crossley Street Surgery website we hope you will enjoy reading our news, and pass any relevant information on to others. The surgery's own newsletter and other useful information is on the website, including information about Coronavirus vaccinations, so please do take time to browse there when you have time.

The minutes of our Zoom meeting held on 25th February can be seen on the Surgery website as can the Minutes of our latest meeting held on 1st April. One of the main difficulties for PPG groups is obtaining feedback from patients regarding their experiences of their various treatments at their surgeries. While we do not deal with complaints as there is a designated procedure for that, we would welcome our patients' views on all aspects of the surgery as to how the service might be improved, or what they have found particularly helpful. At the moment this has to be via the surgery website, either via the PPG link on the Home Page, or via the 'Contact Us' link, again on the Home Page, and look for the 'Contact Form' on which there is the question 'What is your request about?' with a drop down menu – select the 'Patient Participation Group' option. You can then send us any comments, and a contact name and email address if you would like to join the group. It is very important that we do try to represent a wide range of views across our patients so if you have the interest and the time, please help. There is more about the purpose of the PPG on the Surgery website.

Let's start with vaccinations

The Covid vaccinations being administered at the Wetherby Health Centre on Hallfield Lane are well on their way through the age ranges. Up to the beginning of March over 4029 patients out of our 11,884 registered patients had been vaccinated with their first dose. There have not been any serious reactions to the vaccinations reported to the surgery. During March and April the clinically vulnerable will get vaccinated, as well as those now due for second vaccinations. As at 1st April, 6,549 vaccinations have been given to our patients - an amazing effort. As stated on the surgery website, **please do not ring the surgery asking when you will get your vaccination. You will be contacted when the time comes.** A huge **THANK YOU** is due to the surgery staff and all the many volunteers who have given up their time and effort – we should be proud of Wetherby's community effort.

You can help the team by:-

- Not turning up too early for your appointment at Wetherby Health Centre, just go five minutes before your appointment time as this will avoid long queues.
- Only go if you have an appointment. Do not go hoping to get a spare vaccine as proper procedures are already in place in the unlikely event that there will be unused vaccines – none are wasted!

LOOKING AFTER YOURSELF

The 'lockdown' has been a difficult time for everyone. Many have suffered health issues, physically and mentally. Do remember the Practice is there for you. Our doctors and nurses managed 2900 appointments during the month of January. Do phone to speak to a helpful receptionist if you need to, you will be helped. Please be patient if you have to wait in a queue. Please try to avoid the busiest times eg first thing in a morning, and remember that the surgery has only a certain number of telephone lines allocated to it, so at the busiest times the reception staff can only do their best. They are working very hard to help you.

However, there are ways you can help yourself . . .



Listen to music



Get fresh air

Go for a walk if you can



Read a book



Listen to the radio



Watch something interesting on TV

Use a 'calming' App on your phone if you have one



Talk to someone – family, friend, helpline, ring the surgery



Eat nutritious food



Get involved with a hobby such as gardening, just planting a pot if you do not have a garden

LOOKING AHEAD

Spring is here and there is summer to come, with warmer weather, longer days. Hopefully we shall be able to meet up with family and friends we have missed for so long. The simple pleasures we used to take for granted will be new pleasures to enjoy. The relentless hard work experienced by our surgery staff will hopefully ease, allowing them to enjoy some leisure time.

If the Covid vaccinations and the current lockdown give us the results we want, then we may even enjoy holidays this summer. However, for the time being, stay safe, keep local, and enjoy Wetherby in the Spring.



The next Zoom Meeting is scheduled for the 29th April at 4pm.