



Dr Singh & Partners
Church View Health Centre
Langthwaite Road
South Kirkby
WF9 3AP
Tel: 01977 642251

www.churchviewhealthcentre.gpsurgery.net

PATIENT NEWSLETTER – JULY 2016

Welcome to the latest issue of Dr Singh & Partners patient newsletter.

Patient Participation Group

Our Patient Participation Group welcomes new members. We meet in the Board Room at Church View approximately every six weeks, varying the day of the week and start time to enable all members a chance to attend.

If you would like to become involved please ask Reception for details.

No Worries teenage clinic

This item was included in our June Newsletter and because of its newness and importance, we feel there is a real need to highlight its availability. It is a service for young people up to the age of 24 years aimed at providing advice on relationships and sexual health issues as well as any other health issues which are causing you concern. Simply ask for a 'No Worries!' appointment at reception and you will be able to see a GP or Advanced Nurse Practitioner in one of our dedicated clinics.

This service includes:-

- Free emergency contraception (morning after pill)
- Contraception advice
- Free condoms
- Pregnancy testing
- Chlamydia testing
- Drug and alcohol advice
- Any other sexual health or relationship advice

We offer everyone, including the under 16's, a FREE & CONFIDENTIAL sexual health service.

We would only share your information with other professionals to protect you or others from serious harm. We would always try to discuss this with you first.

If you have any questions about confidentiality, please feel free to speak to the nurse or your doctor.

Youth Association

This is an organisation dating back years, Their aim is and always has been to promote good youth work thereby bringing positive changes to the lives of young people. At their request, in an attempt to quantify the level of service this practice provides for younger patients, a questionnaire has been issued on a random basis to a small number of young people up to the age of 24. Their responses should identify our strengths and weaknesses in the way we deal with younger patients.

Repeat Prescriptions

Unfortunately the change to the times for ordering prescriptions by telephone which the practice introduced in April 2016 proved to be unworkable. A further change has therefore become necessary. Repeat prescriptions can now be ordered by telephoning the surgery at Church View between 9.30am – 5.30pm and Southmoor 10.00am – 6.00pm. There is no

change to ordering on-line, by post or at Reception, as before.

If you have easy access to the internet it is very easy to request your prescription on-line and you can do so at a time that suits you. Ask at Reception about registering.

Appointments

The practice is now working under a new contract which requires us to have and display our 'Access Policy'. We are currently awaiting approval from the CCG so this can be published within the practice. This means we have to offer pre-bookable appointments for 8.30am and 5.45pm. We also have to offer routine appointments within 48 hours and urgent appointments within 4 hours. This will stop the need to ask patients to ring back at a later date. We have therefore changed our appointments system and have so far seen very positive results.

Missed Appointments

Despite including this topic in every newsletter there has been no overall reduction in the number of missed appointments. It seems there is now no option left to us other than to issue a warning letter to those patients who repeatedly fail to keep an appointment without letting the practice know.

Patient Check-in

The patient check-in display has now been altered to show the expected waiting time, as requested by the patient participation group.

Review of Opioid Prescribing

In general terms an opioid is a synthetic drug that has opiate-like activities but is not derived from opium. Examples of opioids are codeine, tramadol and morphine. An opioid is often prescribed for chronic non-cancer pain which is often difficult to treat. However there is little evidence to show that it is effective. All practices across West Yorkshire are being asked to review and ONLY where clinically appropriate, reduce opioid prescribing. Any change in prescription should only be done after full discussion with the patient and kept under regular review.

Travel Vaccinations

If you are fortunate enough to be going abroad on holiday this year, you may need a vaccination. These need to be done FOUR weeks before you are due to travel.

If you require a vaccination or are unsure whether one is appropriate please make an appointment with one of our Practice Nurses.

NHS Choices

You may not be aware of the existence of this website www.nhs.uk. One of its functions is to give patients a forum to provide feedback on their experience at their surgery. Please check it out and let us know what you think of our service. It goes without saying that we would prefer favourable comments!

Surgery Website

Information about the practice is available on the surgery's website: www.churchviewhealthcentre.gpsurgery.net

We also have a Facebook page – Dr S P Singh & Partners and a twitter account – DrSinghPartners

Branch Surgery: Southmoor Surgery, Southmoor Road, Hemsworth, WF9 4LU
Tel: 01977 615153