



# PRACTICE CHARGES

Not all services at the practice are available under the NHS. When patients request non NHS items or services a private fee may be payable under BMA guidelines.

From 1 April our practice charges will increase. Please ask reception for further details.

## PATIENT TRANSPORT SERVICE

If you have a medical condition which may stop you getting to your hospital appointment you may be eligible for transport.

The surgery has strict criteria to follow and can only book your FIRST out-patient appointment.

For more information please contact the Ambulance Booking Team at the Surgery



## SATURDAYS MORNINGS

Please note that our Saturday morning surgery is for pre-booked appointments ONLY.



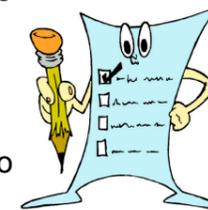
FROM 1 April prescription charges rose to £8.40 per item

# PATIENT SURVEY

The surgery is constantly striving to improve its care and service for all its patients

As part of this ongoing improvement, the Patient Participation Group has compiled a questionnaire consisting of questions dealing with all aspects of patient experience when visiting the surgery.

Within the coming weeks whilst your are visiting surgery you may be asked to complete a questionnaire and we ask you to take the time to complete to help us



# HAYFEVER

Hay fever is a common allergic condition that affects up to one in five people at some point in their life. Symptoms can include:

- Sneezing
- A runny nose
- Itchy eyes

You'll experience hay fever symptoms if you have an allergic reaction to pollen. Many people find their symptoms improve as they get older. Around half of people report some improvement in symptoms after several years. Symptoms disappear completely in around 10-20% of people. There is currently no cure for hay fever but most people are able to relieve symptoms with treatment. Treatment options include antihistamines, which can help prevent an allergic reaction occurring and corticosteroids (steroids) which help to reduce inflammation and swelling.

## CHANGE OF DETAILS

Can we please remind you that if you move address, change your name or telephone number, could you please inform the surgery so we can update our records accordingly

Please can we remind you that if you order your prescription please leave at least 48 hours before collecting from either the surgery or chemist

## Telephone Options

When contacting the surgery please utilise the options below to allow you to get through to the person best able to deal with your call:

### Options:

- 1 **Appointments and Home Visits**
- 2 **Repeat prescription** - please ring between 10am - 6.30pm, outside these times you can leave a message
- 3 **Hospital Referrals and Insurance form queries** - please ring between 9.30am and 4.30pm. If we are unable to take your call please leave a message and you will receive a call back
- 4 **Operator**



Are you aged over 65?

Have you had your pneumococcal vaccine?

If yes to the above contact the surgery to book your vaccine

The pneumococcal vaccination is a one-off vaccination which is very effective at protecting you against serious forms of pneumococcal



By 31 March all patients in England will be able to request to see information from their online GP records. If you have not registered for our online services please contact the surgery for further information.



## STOP SMOKING CLINICS

With Wakefield Stop Smoking Service you can get support and advice to Stop Smoking at one of their flexible clinics:

### Ashgrove Surgery Knottingley

Thursday 2.00pm - 3.45pm \*appointment required\*

### Tieve Tara Surgery \*appointment required\*

Monday 11.00am -1.00pm

### Lloyds The Square Airedale \*appointment required\*

Tuesday 1.00pm—3.00pm

### Tesco Supermarket Hemsworth \*appointment required\*

Tuesday 11.00am—1.00pm

### Pontefract Health Centre

Monday 1.00pm—4.00pm - Drop in

Tuesday 8.30am—10.00am and 5.00pm—7.00pm - Drop in

Wednesday 1.00pm—4.00pm - Drop in

### Lloyds Pharmacy Pontefract

Wednesday 1.00pm—4.00pm \*appointment required\*

Thursday 9.15am—12.30pm \*appointment required\*

### The Quit Shop Wakefield City Centre

Tuesday—Saturday 9.30am—12.30pm and 1.30pm 4.00pm

Wednesday 10.00am—12.30pm and 1.30pm—7.00pm

For more information on support sessions available in your local area please contact 01977 465449

Travel Clinics are held at Beauforth House on a weekly basis.

If you need vaccinations or advice on what is required for the country you are travelling to please contact the Surgery at least 8 weeks before you are due to travel

Have you been diagnosed with diabetes in the past six months?

Would you like further advice on how to self manage your diabetes?

If so speak to the diabetic team about a referral to DESMOND (Diabetes Education Self Management Ongoing Newly Diagnosed).

This is an education programme which is delivered locally in a full day or two half day sessions