

## **PRACTICE PHARMACIST**

We now employ a practice based pharmacist. They will be helping GPs by checking your medication to ensure it is correct. Other duties they will follow out will be helping with prescription queries, hospital discharge medication and medication reviews. Once again this will free up GPs time to see more patients.

## **WAITING ROOM REFURBISHMENT**

We are happy to announce that we will be making some changes to the waiting room by the end of March. Changes will include new soft plastic chairs and non-carpeted flooring which will be both comfortable, easier to keep clean and prevent the spreading of unwanted diseases.

The surgery asks that patients respect the new furniture and do not stand on the new chairs.

## **CHANGES TO RECEPTION**

You may have seen that we have changed the way we use our reception and admin staff. The staff on the reception desk now only deal with patients face to face and do not routinely take phone calls. We are training them to be able to deal with more issues as the first point of contact without having to leave the desk. For example they will issue prescriptions, letters, reports etc as well as looking for simple routine test results. This means that we have more staff in the office to answer the phones throughout the whole day. This is a trial period, but the initial feedback is that patients do prefer it.

## **NAMED GP**

The Government has now requested that all NHS Patients are assigned a 'Named GP' and the surgery need to make you aware of your named GP but you can see whoever you would prefer.

## **LUPSET HEALTH CENTRE – PATIENT PARTICIPATION GROUP**

January 2016



Welcome to the third edition of the Patient Participation Group's Newsletter. We hope you enjoy it. However, if there is anything you feel that we could publish in future articles please contact us via the surgery. Thank you.

### **LOST APPOINTMENTS**

If you know that you are going to be unable to attend your appointment at the surgery, please let us know as soon as possible. Last year we lost 5% of our appointments due to patients not attending; this is around 400 appointments each month!

You don't have to phone the surgery to let us know, you can now sign up to our online services. Please speak with one of our receptionists for more information.

### **DATES FOR YOUR DIARY**

Please note, the surgery will be closed from 12pm on the following dates for staff training. We will still be offering book on the day appointments on the morning.

20 <sup>th</sup> Jan 16	17 <sup>th</sup> Feb 16	16 <sup>th</sup> Mar 16
	13 <sup>th</sup> Apr 16	
18 <sup>th</sup> May 16	15 <sup>th</sup> Jun 16	13 <sup>th</sup> Jul 16

The pharmacy will be open as usual.

If you need medical attention during the afternoon on these days you can go to the walk-in-centre, ring 111 or, for minor ailments, why not speak with the pharmacist? They now offer a 'Pharmacy First' scheme and can offer great advice.

## CARE NAVIGATION

You may have noticed that our reception staff are now asking why you need to see a doctor, don't worry they are not being nosey and you can say as little or as much as you like. They just want to help get you better quicker by "signposting" you to the most appropriate healthcare professional. For example, if you woke up this morning with a sore, red eye we could direct you to an optician who specialised in this area, rather than waiting until you get an appointment with a GP. There are a number of initiatives we are piloting that will not only mean that you are seen quicker and treated by a more appropriate healthcare professional, but also that GP appointments previously taken up for these will be freed up for others to use. Many of our patients have tried these services and are impressed with the quality so, whilst it is entirely your decision whether to use them, we would ask you to please give them a try.

## PHYSIO FIRST

On Tuesdays, Wednesdays and Thursdays between 11am-12pm we have appointments with our physio for sudden onset muscular skeletal problems which have occurred to a patient who is otherwise healthy. Please be aware that the physio is only able to see patients over the age of 18. The receptionist may ask you to see these instead of a GP as they are trained in treating specific type of conditions.

Please be careful when searching for the telephone number online, the one provided on Google's home page is incorrect, please also refer to the website for the correct contact details.

<http://lupsetsurgery.co.uk/>

## PHARMACY FIRST

Are you suffering from any of the following?

Cough      Cold      Earache      Sore throat      Threadworms  
Teething      Cold Sores      Chicken Pox      Athletes Foot

Bites and stings      Thrush      Hay fever      Sprain or strain  
Blocked nose      Fever

Did you know you don't need to come to surgery for medical advice? If you ask to speak with the pharmacist, they can take you into their consulting room and provide you with advice on how to cure your minor ailment.

## PRIMARY EYE-CARE ASSESSMENT REFERRAL SERVICE (PEARS)

Opticians which are part of the PEARS scheme can help you with your new, sudden onset eye problems such as itchy eyes, red eye, and recent loss of vision and/or sudden onset of blurred vision. The assessment and advice is free and if required they can refer you to your GP or even hospital. Below is a list of the opticians who have opted into the scheme;

Asda Opticians	Asdale Road, Wakefield WF2 7EQ	01924 241800
Boots Opticians	1 Northgate, Wakefield WF1 1HE	01924 387411
Bayfields Opticians	72 Northgate, Wakefield WF1 3BX	01924 374282
JR Morton	24-25 The Springs WF1 3BX	01924 373117
Pollards Optical Clinic	21 Cross Square WF1 1PQ	01924 373697
Wakefield Visionplus	32 Westgate WF1 1JY	01924 383500
Valli Opticians	545 Leeds Road, Outwood, WF12PN	01924 822102
UH Ltd	27 Towngate, Ossett WF5 9BL	01924 263313
Auckland Ltd	9 High Street, Horbury WF4 5AB	01924 272522
Date Opticians	5 Wesley Street, Ossett WF5 8ER	01924 260490