

# NEWSLETTER

LEES MEDICAL PRACTICE

Welcome to Lees Medical Practice Summer 2022 newsletter. Due to the COVID-19 pandemic, the past few years have been very difficult for the practice and patients alike. We appreciate your patience and support throughout these challenging times.

In November 2021 Doctor Shafique left the practice. In December 2021 Doctor Zia Jalal and Doctor Atifa Jalal became partners of Lees Medical Practice and since taking over have made changes to the practice to try to improve access and patient care, we are continuing to make these improvements. This newsletter is to inform you of the changes we have made along with other interesting information you may find useful.

HAPPY READING!



## INTRODUCING NEW TEAM MEMBERS

### **PHYSICIAN ASSOCIATE**

RAMISH ALI

The role of a physician associate includes taking medical histories, performing examinations, diagnosing illnesses along with requesting and analysing test results. Ramish works closely with the GPs, under their supervision.



### **CLINICAL PHARMACIST**

ANJUM MUNIR

The role of a clinical pharmacist is to work as part of the General Practice team to provide highly qualified expertise in medications, carrying out structured reviews for patients with ongoing health problems. Anjum helps improve safety in prescribing and can help with medication queries.



### **MENTAL HEALTH PRACTITIONER**

STEPHEN ONAGHISE

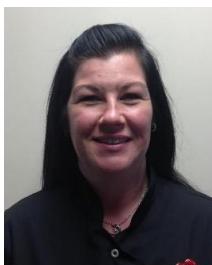
The role of a mental health practitioner is to assess and support people with common mental health problem, along with making referrals to secondary care.



### **HEALTHCARE ASSISTANT**

ALEXANDRIA SHIRES

The role of a healthcare assistant is to undertake clinical procedures such as, blood pressure and bloods. She has a role in chronic disease management and patient reviews ensuring patients are informed to lead healthy lifestyles.



### **ADVANCED CLINICAL PRACTITIONERS**

VINOD AGARWAL AND BERNARD DORO

The role of an advanced clinical practitioner is to examine, assess, diagnose, prescribe and refer patients using their expert clinical knowledge and skills.

Vinod and Bernard have special interest in mental health and they are involved in mental health reviews of our patients.

They can prescribe medication.



## FIRST CONTACT PHYSIOTHERAPIST

DAVID MURRAY

The role of the first contact physiotherapist is to assess, diagnose and give expert advice on how patients can best manage their conditions. Referring them onto specialist services if necessary.



## TRAINEE NURSES

SAMIAH KAUSER AND SHAREEN REHMAN

We are also in the process of training two student practice nurses who, when qualified, will become part of our practice team giving more access to appointments for patients.



## PRACTICE UPDATES

### YOU ASKED WE DID

To understand patient needs, last year 25 patients were asked about the telephone and appointment systems that we had in place, allowing us to change the way we work to suit our patients.

#### Telephone Changes

Patients answered that there were long queues, and it was very hard to get through.

#### **What we did...**

- New telephone system installed in February 2022. System can be monitored to ensure calls are answered in timely manner. Average queue time is now around 1-2 minutes. Having this monitoring system in place means we can deploy more staff to answer calls should the queues become long.
- Staff care navigation training to ensure patients are directed to the best possible service.

#### Appointment Changes

Patients found that there were no appointments available when calling on the day, there were long waiting times and no late nurse appointments.

#### **What we did...**

- Reviewed the appointment system to include more on the day urgent appointments for acute medical problems which need to be addressed on the same day.
- More advanced appointments which can be booked in advance.

### **Online Prescription Ordering**

As you are probably aware we no longer accept requests for prescriptions from pharmacies or over the telephone from patients. This is to ensure we are prescribing safely and to try to free up our phone lines. You can order your prescription online or by dropping off your repeat slip at the surgery. To order your prescriptions online you will need to register on the NHS app or on [www.patient.co.uk](http://www.patient.co.uk) and then contact the GP surgery and ask for the activation key. If you have any special requirements and are unable to order via these preferred methods, please do not hesitate to contact us.

## **QUESTION TIME**

### **Q. Why do receptionists ask what is wrong with me?**

A. The Practice has trained the receptionists to ask for some information when a patient is requesting an appointment. This is to ensure patients receive the most appropriate medical care, from the most appropriate health professional or service, at the most appropriate time. It helps improve access and we appreciate our patients co-operating and giving this information.



This is a local independent charity that works with the local authority and NHS Oldham delivering services, providing opportunities for older people in the local area. Take a look at their leisure and social group calendar to get involved on their website:

<https://www.ageuk.org.uk/oldham/activities-and-events/>

### **Care Navigation**

This is the way in which people are supported to identify and use appropriate health and wellbeing services. Care navigation improves access to primary care services for patients. Care navigators are receptionists and administrative staff who have been given training to help direct patients to the right health professional to meet their needs.

**Why?** - Care Navigation helps patients through the complex healthcare system by giving them as much information as possible to make their own decisions. This enables patients to be seen in a timely manner by the appropriate member of the healthcare team, sometimes this may not be someone in the GP practice.

For more information on Care Navigation: <https://eastlancscg.nhs.uk/patient-information/local-services/care-navigation>





## CHILDHOOD IMMUNISATIONS

ARE YOUR CHILDREN UP TO DATE?

If not...



It is important to ensure your children are immunised against childhood diseases as shown in the schedule to the right!

If you think your child is not up to date with their vaccinations, we would encourage you to contact the surgery to book an appointment with the practice nurse.

If you have any concerns regarding these vaccinations, our nurse would be happy to answer any of your questions or you can visit: <https://www.nhs.uk/conditions/vaccinations/why-vaccination-is-safe-and-important/> for further information.

Is your child immunised?

### CHILDHOOD IMMUNISATION

#### 2 months old

- 6 in 1
- Rotavirus
- MenB

#### 3 months old

- 6 in 1
- Rotavirus
- Pneumococcal

#### 4 months old

- 6 in 1
- MenB

#### 1 year

- MMR
- Hib / MenC
- Pneumococcal
- MenB

#### 3 years, 4 months

- 4 in 1 pre-school booster
- MMR

#### 12 to 13 years

- HPV boys and girls

#### 14 to 18 years

- 3 in 1 teenage booster
- MenACWY

MAKE SURE IMMUNISATIONS ARE UP-TO-DATE



## CHOOSE WELL CAMPAIGN

Choose well is a public information campaign to highlight the range of the local healthcare services available for people, without having to wait for an appointment, if they have a minor illness or injury.

The main message from choose well is: 999 and A&E services are for people with serious injuries, illness and emergencies.

For health advice and reassurance 24/7 contact NHS 111 (dial 111 from your phone) or visit: <https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-use-111/>

	Grazed knee. Sore throat. Cough. Stock your medicine cabinet.	Self-care
	Unwell? Unsure? GP surgery closed? Need help?	NHS 111
	Diarrhoea. Runny nose. Painful cough. Headache.	Pharmacy
	Vomiting. Ear pain. Stomach ache. Back ache.	GP surgery
	Choking. Chest pain. Blacking out. Blood loss.	A&E or 999 Emergencies only

## Influenza and COVID-19 Vaccinations 2022/2023

Influenza vaccines will be available from the beginning of September 2022 for all patients who are eligible including: aged 65 or over, pregnant, people with a serious long-term health condition, if you are the main carer for an elderly or disabled person and children aged 2 and 3 years.

An annual influenza vaccine provides the best protection against unpredictable viruses and if you are eligible, we recommend you don't miss the opportunity to get vaccinated.

We will update you with information regarding the covid booster vaccination programme next month.



## MY PLANNED CARE

Helpful information and guidance for patients waiting for a hospital consultation, treatment or surgery.

My Planned Care gives you advice and support by giving you information about waiting times at your hospital and other supporting local services. This site is accurate and is accessible to anyone. Please check this website when looking for updates before you contact your GP.

**Just simply go to <https://www.myplannedcare.nhs.uk> and select your region.**

### Region

Please select the region where your hospital is located.

- ➔ East of England
- ➔ London
- ➔ Midlands
- ➔ North East and Yorkshire
- ➔ North West
- ➔ South East
- ➔ South West



## LGBTQ+ GROUPS

### LGBTQ+ FOUNDATION

**LGBT Foundation supports the diverse range of people who identify as lesbian, gay, bisexual and trans. They are based within local communities of Greater Manchester, including Oldham, and provide a range of services. For more information visit: <https://lgbt.foundation/10stories/oldham>.**

### LGBTQ+ YOUTH GROUP

**This is a local group part of the organisation 'The Proud Trust' for young people ages 13-19 questioning their sexuality who live or spend time in Oldham. This is a supportive space which runs every Tuesday from 5:00-6:30pm.**

**For more information visit:**

**<https://www.theproudsttrust.org/groups/youth-out-in-oldham/>**



## HOW TO CONTACT US -

Facebook: @LeesJalal

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Athens Way

Lees, Oldham

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## Patient Participation Group (PPG)



A PPG is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service.

If you would like to join our PPG, please contact the surgery on our practice email.