



Newsletter

Autumn 2017

## Silsden and Steeton Medical Practice

### **Flu Vaccinations**

By the time you read this newsletter, the August Bank Holiday will have disappeared over the horizon and we will be heading into autumn and that can only mean one thing.....flu season.

The Practice has scheduled its flu clinics for 2017 and these will commence from September. Once again we are offering a mixture of weekday and weekend appointments, clinics at Silsden and Steeton and dedicated children's clinics.

Patients eligible for a flu vaccination will be receiving an invite via text, email or letter and asked to contact the Practice to make an appointment. Whilst the Practice is aware that patients can obtain their vaccination from other sources locally, we do hope patients will take the opportunity to get their vaccination from the comfort of a consulting room and administered by one of our fully trained and experienced clinicians.

So please support your GP Practice, don't delay, book your flu vaccination appointment today.

### **Wasted Appointments**

Given the challenges and pressures placed on GP Practices and the high workloads of clinicians at the Practice, it is very disappointing that patients continue to fail to attend appointments. In August 138 appointments were lost due to non attendance, wasting 29 hours of clinical time. Time that could have been utilised by fellow patients. Year to date the Practice has now seen 1314 appointments go unused yet continues to receive feedback from patients frustrated at the lack of access to a clinician.

If you are unable to attend your appointment, please have the courtesy to contact the Practice to cancel the appointment—who knows, next time it might just be you that needed the appointment that went wasted.

## **“I’ll put you on the triage list and a doctor will call you...”**

Have you telephoned the surgery and been told this?

Ever wondered what is a triage list exactly?

Why can't you just have an appointment you might ask?

Why do receptionists insist on asking you what your symptoms are and whether its urgent?

***Well if you want the answers to these questions, please read on.....***

A triage list is a list of patients who for a variety of reasons, have not got or not been able to get a pre-booked appointment but whose illness warrants clinical assessment by a GP. The receptionist will ask patients for a brief description of the illness so this can be passed to the GP. Receptionists are not making clinical decisions and the Practice would never agree to that approach.

The GP will then use the information obtained by the Receptionist to assess the patients illness prior to and during the subsequent phone call the GP makes to the patient.

During this call, the GP will decide on the best course of action for the patient. Sometimes this may lead to an appointment that day, or an appointment on a future date. On occasions, no appointment is needed at all and the GP will simply offer advice. On rare occasions, the illness may be so urgent that the GP will advise to go to A&E. Sometimes, based on the information the patient provides the receptionist, the GP can see even without a call to the patient that the patient needs an appointment and will ask the receptionist to make that appointment.

Telephone Triage is proven to be an effective means of ensuring patients get the right and appropriate clinical care and advice. It helps ensure that those patients who need more urgent medical attention get it in an timely manner whilst those that don't actually need to see the GP at all, don't get asked to attend an appointment they don't need.

Over the summer the Practice has been making changes to its telephone triage processes in an effort to improve the service The Practice appreciates that at times it may have seemed like access to a GP had become even more difficult. The Practice recognises that during the changes made, some patients may have found it more frustrating to be able to speak to or see a GP. The Practices apologies for that but in order to make the necessary improvements to the Telephone Triage process we had to cause some disruption to the existing process.

The Practice feels we are now close to achieving our aim of having improved access to GP's at the Practice and looks forward to patient's feeling the benefit of that as we move into autumn and winter. The Practice appreciates the patience and support of all patients during this time.

## **Silsden Library**

Silsden Community Library has reopened in the Town Hall. All the facilities will be provided as before by Bradford Council, but it will be staffed entirely by volunteers. There is a large selection of self-help books, and any item not on Silsden's shelves but in the Bradford catalogue can be requested and collected from Silsden. There are 3 desktop computers that can be booked in advance. The opening hours are:

Monday	10:00am - 4:00pm
Tuesday	10:00am - 6:00pm
Wednesday	Closed
Thursday	10:00am - 4:00pm
Friday	10:00am - 4:00pm
Saturday	09:30am - 1:00pm

The Bradford Library website states:

If you are physically unable to make use of your local library, you live in your own home, do not have use of a motor vehicle and don't have younger relatives living at the same address, and you live in Bradford Metropolitan District you are eligible to benefit from our Home Delivery service.

Bradford Libraries deliver this service which means that library staff make an initial visit to your home to assess your reading needs, and then visit you every five weeks on the same day and time, bringing a selection of books for you to choose from in the comfort of your own home.

There is no charge for the service - it is absolutely free - and you can borrow books in standard format or large print. We also offer Audio Books which can be played on an ordinary cassette/CD player for you to listen to.

If we do not have the books you want you can request them for free and we will try and borrow them from another library.

## **Friends and Family Feedback.**

Are you happy with the service you get from the Practice? If so, tell us.  
If not, tell us too!

The Practice welcomes feedback and uses it to try to improve services. We would welcome you completing a Friends and Family Questionnaire which is anonymous and posting the feedback into the blue box in Reception.

## **Patient Participation Group.**

Have you seen our new PPG Noticeboard in Reception?  
Have you got something of interest to share with our PPG for the display?  
Would you like a say in how your surgery is run?  
Or perhaps you are interested in knowing more about GP Practice?

If so why not join our Patient Participation Group? We are always looking to welcome new members to our patient group. You can be a 'Virtual' member and be kept informed via email updates or attend the PPG meetings that are held every 2-3 months in the evening. If you are interested please contact the Practice for more details or take a look at the PPG Noticeboard.

## **General Practice Update**

After 26 years loyal service, Heather Wilkinson retired from the Practice on 25th August. Patients and colleagues alike wish Heather a long, happy and enjoyable retirement.

The Practice recently welcomed Dr Alexandra Waddington to the Practice for her 4 month training stint as part of her GP qualification. Alexandra will be here until early December.

The Practice recently welcomed Julie Olsson back to the Practice after her recent maternity absence and will shortly be welcoming Dr Laura Cuthbert back to work after her own maternity leave. The Practice wishes to place on record its thanks to Dr Mahmood Rashid who has been working at the Practice since March as Dr Cuthbert's maternity cover. Hopefully this won't be the last we see of Dr Rashid....

Some of you may be aware that the CCG recently advertised an Executive GP role. The role involves giving clinical direction and leadership with one of the CCG's portfolios in 'planned care' working closely with other GP executives on the governing body.

Our very own Dr James Worsfold applied for the position and we are delighted to announce that he has been successful in his application. We are sure Dr Worsfold will be a major asset for the CCG. Dr Worsfold will undertake this role alongside his GP role at the Practice.