



South Milford Surgery

November 2019

Volume 1, Issue 1

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South Milford Surgery
14 High Street
South Milford
LEEDS
LS25 5AA

South Milford Surgery

Autumn/Winter Newsletter

Welcome to your 'New Look' Newsletter...

Produced by South Milford Surgery

Here at South Milford Surgery we have recently had a revamp of our logos which you may have noticed. We felt the previous logos required an update to complement our surgery.

Online Services

The surgery is online as you may be aware already. This service allows patients more convenience to online services 24 hours a day. This can be much more accommodating when you lead a very busy lifestyle like many of us do....

To access the service, is very simple, all you need to do is download the app via the preferred online app store. This is the NHS App. This can be done on your smartphone or tablet. Or you can access online services via your PC.

If you would like any further information about our online services then please contact Reception, who will get you started.

**Please like and follow our
Twitter Page:**

@milford_surgery



Contact Information

Phone: 01977 682202

Fax: 01977 681628

www.southmilfordsurgery.co.uk

Patient Participant Group

We want to hear from you!

If you would like to join our Patient Participant Group (PPG) we would love to hear from you, so please contact us to get involved.

Leave a Review

Please leave a review of the surgery on the NHS choices Website; this helps us understand which services are working well and which need improvement. It also helps new patients decide which surgery might suit them best.

To leave a review please visit our website and click the 'Leave a review' selection.

Patient Questionnaire

Please complete our very short patient survey questionnaire; your answers will help to improve the service. To complete this please visit our website and follow the indicated links.



Before booking an appointment with a GP 'think';

- Can I do this myself?
- Do I need some online help?
- Could a pharmacist help me?
- For more information on self-care, please visit:

<http://www.selfcareforum.org>

NEWS UPDATE

Dr Anne Mackenzie

After 33 years working at the surgery, Dr Anne Mackenzie retired on 31st July 2019. She will be missed by patients and staff alike. We wish her well in her retirement.

Dr Samantha Browning

We have a new permanent salaried GP:

Dr Samantha Browning (Female)

We would like to welcome her on-board here at South Milford Surgery. Dr Browning joins us with a wealth of experience graduating in 1993 at Nottingham. Her specialities include a special interest in Learning Disability and Health Inequalities.

You are now able to book an appointment with Dr Browning.



STOP SMOKING ADVICE
Want to stop Smoking?
Please ask at Pharmacy

Finding out Medical Information for yourself

We are surrounded by information about diseases, new drugs, health scares and the latest medical advances. We read about them in newspapers, we chat with our friends, we read about them online. It is very easy to end up confused, worried or scared.

So, where would South Milford Surgery advise you to look for good, impartial advice about your health and medical matters in general?

Obviously we encourage you to ask questions in your appointment, but time is limited so it makes sense to do some of your own research as well.

Good website resources are:
NHS choices
www.nhs.uk –
A huge database of information managed by the department of health.

www.patient.co.uk
The UK's leading independent health site, trusted by patients and health professionals. Many patient information leaflets are taken from this site.

If you do not have computer access you can come into the surgery to ask for information and we will be happy to help.

Booking Appointments

Appointments can be made for all three surgeries by telephoning 01977 682202, by calling in at the surgery or you can register for our online booking system (please see page 1 for more details).

The surgery has a procedure for people who feel their medical problem needs to be dealt with on the day.

A number of appointments are released on the same day with the duty practitioners (these are GP's and nurse practitioners). These are intended for patients with urgent problems that need to be seen on the same day.

When these appointments are filled we have a protocol to follow which allows the reception staff to add additional appointments and triage telephone calls with the clinicians.

The clinician will then contact each patient and either deal with their problem over the phone, ask them to come to surgery or arrange an appointment in the next few days as appropriate or, in some cases, ask the patient services team to contact the patient and arrange the appropriate appointment.

Any patient who feels their medical problems needs to be dealt with that day should be able to access the surgery in one of the ways above and should **NOT** be asked to ring again the following day. When booking a same day appointment the receptionist will ask you about the nature of the problem. This is so they can direct you to the

best clinician for your problem. They are not being nosy, all the staff are bound by strict confidentiality rules

If you wish to book an appointment with a specific GP for a non-urgent issue, such as a routine follow up appointment, you can book online, by phone (including the automated service) or at one of our receptions.

Appointments can be pre-booked up to four weeks in advance and are available on a first come first served basis.

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Clinical staff

Doctors

Dr Steve G. Lovisetto (m)
 Dr Shaun O'Connell (m)
 Dr Emma Cooper (f)
 Dr David Whiter (m)
 Dr Tristan Courtis (f)
 Dr Peter Kemp (m)
 Dr Samantha Browning (f)

Nursing Staff

Sister Julie Caskie
Clinical Nurse Lead
 Sister Rosie Murray
Nurse Practitioner
 Sister Jane Scott
Senior Practice Nurse
 Sister Kirsteen Wilkinson
Senior Practice Nurse
 Sister Emma Smith
Senior Practice Nurse
 Jenny Hitchcock
Health Care Assistant
 Mrs Jane Harper
Health care Assistant
 Mrs Julie Walker
Phlebotomist
 Mrs Susan Thomas
Phlebotomist
 Mrs Tanya Guest
Phlebotomist

WHAT TO DO IF WE ARE CLOSED...

IN AN EMERGENCY CALL 999

111 is the NHS non-emergency number. You should call this number if you feel your problem is urgent but you do not feel that it is a medical emergency. It's fast, easy and free. When you call 111 you will speak to a highly trained advisor, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best form of medical care for you. They will arrange for you to see a GP if required

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landline and mobile phones.

You can also go to Selby War Memorial Hospital minor injuries unit, which is open 8.00am to 8.00pm seven days a week.

You can also speak to a pharmacist at your local chemist who will be able to advise you if over the counter treatments are available or direct you elsewhere as appropriate.



DO WE HAVE YOUR UP TO DATE PHONE NUMBER AND EMAIL ADDRESS?

The NHS is moving more towards electronic communication and in line with this we are developing different ways of communicating with you. Please ensure that we have your correct contact details on our records.

To change your contact details please speak to a member of reception staff or complete the form below and hand in at the surgery.

FLU VACCINATION



We now have a Social Prescribing Link Worker – Karen Griffiths

The term '**social prescribing**' is used to describe a service which supports people to access a range of non-medical services and activities in their area.

Social prescribing can help people with different social, emotional or practical needs to find local support and improve their health and wellbeing. This support is normally for a short period only and can act as a '**stepping stone**'

Karen could offer support for you to look together at Possible concerns:
Accessing ways to improve your physical health

Finding support to cope with a particular condition or difficulty.

Discovering ways of improving your emotional wellbeing such as befriending schemes, peer support or social activities/groups

Seeking volunteering opportunities or learning new skills.

Tackle money, housing or benefits issues.

Or possible other concerns not included in the above

A GP, other health professional, family, friend or neighbour can refer you to Karen Griffiths our Social Prescribing Link Worker with your consent – so please ask them if you are in-

terested or if you prefer you can refer yourself. If you feel you would like to have a chat about any of the above I am happy for you to ring me to arrange to meet up (either in the surgery or at your home or a local facility)

Please contact me on:



Tel: 07931 762 560

Email: Karen.griffiths4@nhs.net

Or speak to your GP or other health professional who with your consent will ask me to contact you.



STAY WELL THIS WINTER



Cold weather can make some health problems worse and even lead to serious complications, especially if you are 65 or older, or if you have a long-term health condition.

Who's most at risk from cold weather?

Some people are more vulnerable to the effects of cold weather. This includes (including others):

- People aged 65 and older
- Babies and children under the age of 5

Get advice if you feel unwell

If you are 65 or over, or in another other at-risk groups, see a pharmacist as soon as you feel unwell, even if it's just a cough or a cold. Pharmacists can give you treatment advice for a range of minor illnesses. They will also tell you if you need to see a doctor. The sooner you get advice, the sooner you are likely to get better.

Further advice is available here:

<https://www.nhs.uk/live-well/healthy-body/keep-warm-keep-well/>

PRACTICE MANAGER

Our Practice Manager, **Stephanie Drury**, is responsible for the overall smooth running of the practice. We aim to provide a high standard of care and are always interested to hear ways you think it could be improved.

COMPLAINTS & COMPLIMENTS

The surgery is always striving to improve, we hope you will receive the best care but sometimes things don't go as you would like. If this happens we want to know about your experience and will help you through the complaints process.

Our Complaints Manager at the surgery is **Pauline Tidswell**.

If you would like to speak to her directly then contact the surgery or if you prefer you can have a face-to-face meeting or put your issue in writing. Our complaints Manager follows up every complaint with you.

Cut Out and Keep Contact Details





South Milford Surgery

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Telephone: 01977 682202
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