



**Ash Grove Medical Centre**  
**Tel: 01977 673141 – Appointments & Enquiries**  
**[www.ashgrovesurgery.co.uk](http://www.ashgrovesurgery.co.uk)**



Welcome to the Autumn / Winter issue of our Practice Newsletter. In this Newsletter, we aim to provide patients with up to date news, changes to the services we provide and useful information.

### **Staff News**

We would like to extend a warm welcome to Annmarie Lowe (Triage Nurse) who has recently joined the team at Ash Grove Medical Centre.

We would like to say goodbye and good luck in her new ventures to Sarah Kiddie who has recently left the surgery.

### **Infection Control**

We were recently subject to an Infection Control Audit and can happily announce that we received a fantastic score of 96% at Ash Grove Medical Centre.

### **Staff Training Days**

Please make a note of the dates below when the surgery will close at 12.00pm for staff training. We will close at 12 noon on the day of training and re-open the following day at 8.00am. If you need a doctor in an emergency, please telephone NHS111.

**10 November 2021**

**12 January 2022**

**23 February 2022**

**16 March 2022**

### **Christmas Opening**

The surgery will be closed Monday 27 December 2021 and Tuesday 28 December 2021. It will re-open at 8.00am on Wednesday 29 December 2021.

The surgery will also be closed on Monday 3 January 2022 and re-open Tuesday 4 January 2022 at 8.00am.

GP Care Wakefield is operational on Bank Holidays between the hours of 9.00am and 3.00pm. If you require urgent medical attention during these hours, please telephone the surgery as usual and you will be transferred through to GP Care Wakefield where you will be able to speak to a Nurse about your condition.

Following initial discussion with the Nurse, if deemed appropriate he / she will offer you a GP appointment at Trinity Medical Centre or Pontefract General Infirmary.

Should you require urgent medical attention outside of these hours, please contact NHS111 who are operational 24 hours a day.

**Please remember to order your prescriptions in time and allow additional days for processing over the Christmas period.**



### Christmas Jumper Appeal

Can you help our Christmas Jumper Appeal?? Knottingley Foodbank are working with schools to make sure every child has a Christmas jumper this year! We are proud to be able to take part in this by offering to be a drop off point for any unwanted Christmas Jumper. We need these to be donated before the end of November to give the foodbank time to wash, pack, label and distribute to the schools in the first week of December.

### Food Banks

Please note your local food bank is located at Knottingley Community Church. The Food Bank is open on Tuesdays between 11.00am and 1.00pm and Thursdays between 12.00pm and 2.00pm. Vouchers are available from reception here at Ash Grove Medical Centre.

### Carers

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction that cannot cope without their support. We are always looking at updating our Carers Register and if this applies to you please inform the surgery. This allows us to support and refer you for support while you support others. Did you know that you are classed as a carer even if you are under 18? Please contact Carers Wakefield & District on 01924 305544 for more information.

### Dementia Awareness

We aim to provide excellent care and support for people living with Dementia. All our staff are trained as Dementia Friends to support our patients, carers and community. More information about Dementia Friends (an Alzheimer's Society Initiative) is available at [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)



## Keep Warm, Keep Well – Be WeatherReady

Very cold weather can affect anyone, but you are most vulnerable if:

- You're 65 or over
- You're on a low income (so can't afford heating)
- You have a long-term health condition, such as heart, lung or kidney disease
- You're disabled
- You're pregnant
- You have young children (new-born to school age)
- You have a mental health condition

Be prepared by:

- Checking your heating – your home should be heated to at least 18°C
- Check your pipes are insulated and know where your stop tap is
- **Get your flu jab**
- Consider alternative community plans for severe weather and childcare plans if schools are closed
- Top up your screen wash, check your tyres and think about a winter kit for your car
- Check [www.metoffice.gov.uk](http://www.metoffice.gov.uk) for latest weather forecast – also available on TV and radio so listen out for broadcasts



## Wakefield General Practice Awards 2021

We are absolutely bursting with pride after finding out we had 22 nominations in the Wakefield General Practice Awards. These were nominated by staff and patients back in June 2021. The winners were announced at the end of September and we are incredibly proud and delighted to announce we won three awards.


**One of our secretaries won the “Sunshine Award”**

**Our Advanced Clinical Practitioner won “Supportive Colleague Award”**

**Our Admin Staff who worked with nurses from Health Care First and Friarwood Surgery to create the COVID Vaccination Home Visiting Team won the “Recognising Leadership Award”**

We would like to say a huge well done to everyone who won an award and all those who were nominated.





**I think that Ashgrove has done a truly marvelous response to the covid pandemic both in terms of onsite measures and answering queries but more specifically their Facebook page has been a fantastic resource for me and my friends and family. I constantly check for updates on the latest position of covid vaccine roll out as it is the best source of up to date and accurate information that is delivered in a friendly and helpful way. I know from speaking to other people that Ashgrove are miles ahead of the other practices in using this form of communication. Not only the information is timely and accurate but I know that should I need to comment or query then someone answers very quickly. They even add helpful updates on what to do in bad weather. This has been a great resource for the whole community (everyone is talking about it) and Ashgrove surgery should be recognised.**

**Conexus**  
HEALTHCARE

**NHS**  
**Wakefield**  
Clinical Commissioning Group



**CERTIFICATE OF NOMINATION FOR**  
**WAKEFIELD GENERAL PRACTICE AWARDS 2021**

PROUDLY PRESENTED TO

*Ashgrove Medical Centre*  
*Facebook Team*

For 'Innovation in General Practice'



Ashgrove Medical Centre Facebook page was and has become a Lifeline and First Point of Contact for the Knottingley and Ferrybridge residents. Throughout the pandemic they kept the whole community informed regarding progression off the Covid Vaccination Programme.

All residents followed the daily Updates on the Facebook Page.

They helped all residents whether they were a patient at the surgery or another local surgery.

They were able to alert families about elderly relatives who may have changed address or contact details to check with the surgery they had correct details. Everyone in the community are grateful to the daily updates and reaching out to ensure that all the community was kept informed on a daily basis alleviating stress and anxiety regarding getting appointments for vaccines.

Even in bad weather telling the community if they could not get there contact the surgery providing direct email and phone numbers.

The Quality of Care and Support they have provided from the Medical Centre has been outstanding and has served the whole community whether patients or not they took them under their care and support without any hesitation.

I would therefore like Ashgrove Medical Centre Knottingley Team to be recognised for the dedication they have shown to the community by embracing the latest Technology and Social Media Platforms to reach out and serve the whole Community throughout this Covid Pandemic and continue to do so they have Served their Community by becoming our First Point of Contact throughout these frightening times for all and "Keeping Us Safe"

