



Ash Grove Medical Centre
Tel: 01977 673141 – Appointments & Enquiries
www.ashgrovesurgery.co.uk



Welcome to the summer 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.

CQC Official Rating

Our recent CQC inspection has been published and we are proud to report we have been rated GOOD in all areas. Thank you to all the staff at Ash Grove Medical Centre for all your continuous hard work and commitment to the surgery and our patients.



Staff News

We would like to extend a warm welcome to Dr Siddiqui, Joanna Boi (ACP), Kara Graham (Receptionist) and Rebecca Hampton (Receptionist). We would also like to wish our Practice Nurse Rachel Watts all the best in the future as she leaves Ash Grove Medical Centre for pastures new.



Triage

We are trialling a new way of working within the surgery, and how we can provide better access to you, our patients. You might have noticed over the last couple of weeks, when you have contacted the surgery that you are no longer added to the “triage list” for a call back. We have done away with triage and are now offering a “care navigation” pathway, helping to support coordinated, person-centred care. Care Navigation gives patients options to access the care and information, which best meets their health and social care needs. It offers the patient “choice not triage” to access the most appropriate service first, which as we know, isn’t always the GP. For more information on “Care Navigation”, please see the leaflets in the waiting area at the surgery called “Did you know we are more than just a GP Surgery”.

NHS App

The NHS have updated their NHS APP

What is the NHS App?

The NHS App is owned and run by the NHS. It can be accessed by anyone aged 13 and over registered with an NHS GP surgery in England or Isle of Man.

Once you have verified your identity in the app, you will have easy, 24/7 access to a growing range of health services and information.

It doesn't replace existing services. You can still contact your GP surgery in the usual ways.

What does the NHS App do?

Your health

- **view your GP health record**
view your medical history, test results, allergies, and medicines
- **register your organ donation decision**
choose to donate some or all of your organs and check your registered decision
- **take part in health research**
register with Be Part of Research to help us provide better care and treatment

Prescriptions

- **order repeat prescriptions**
request repeat prescriptions without having to contact your GP surgery
- **nominate a pharmacy**
choose a pharmacy where your prescriptions will be sent to

Can everyone use all of these services?

Not yet. The services you can access will vary depending on the services offered by your GP practice.

To use some services, you will need to verify your identity. You only need to do this once. You can learn more about how to register and verify your identity in a separate leaflet: 'Getting started with the NHS App'.

Or you can get help on our website: nhs.uk/helpmeapp

Your data and permissions

The NHS App does not store any patient data. It lets you view your health information held by your GP and other healthcare professionals.

Help and support

If you have any problems using the NHS App, you can:

- go to 'Help' in the top right-hand corner of the app. You will get help related to the feature you are using
- visit nhs.uk/helpmeapp, or scan here 

To download the NHS App, scan here 



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📅 Appointments

- **book appointments with your GP Surgery**
book, view and cancel appointments
- **book and manage hospital appointments in one place**
you can choose your treatment provider from a list provided by your GP/referrer, and see information on most of them, including who to contact, waiting times, distance and booking details
- **manage vaccination appointments**
book, amend or cancel vaccination appointments

✉️ Send and receive messages

- **contact your GP surgery**
request care from your GP surgery using an online form
- **receive messages and notifications**
view messages from your GP surgery and get notifications through your phone or tablet

👤 Help someone else

- **linked profiles**
access the health records, appointments and prescriptions of people you care for (including children) – or get help from someone you trust

📄 Advice and information

- **search symptoms, conditions, and treatments**
use the health A-Z to check symptoms and treatments, and get advice on what to do next
- **get health advice through 111 online**
check if you need urgent help and find out what to do next
- **find NHS services**
search for services near you
- **check your NHS number**
check your NHS number and manage your contact details within the NHS App

Do more with the NHS App!

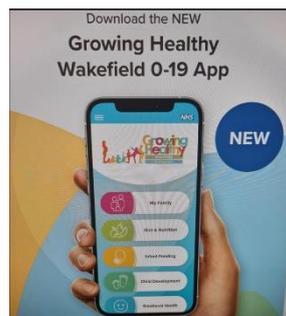




Guide 1

New Growing Healthy 0-19 Service App

Parents, grandparents and carers in the Wakefield District are being encouraged to download a new children's healthcare app designed to support the health and development of children and young people. The "Children's Health Services App – HDFT" has been developed by the Wakefield 0-19 Children's Service, in collaboration with Wakefield Families Together, and is specially tailored to the local area to ensure the information provided is relevant to people who live in the district. The app features information on clinics, family and youth hubs, local support groups, help at the hubs and activities available across the district. Users can also use the interactive app to provide feedback on their experience of the Wakefield 0-19 Children's Service. The app can be downloaded for free from the Apple App Store or Google Play by searching for 'Children's Health Service-HDFT'.



Patches



Need advice from one of our clinicians on non-urgent healthcare issues like:

- Cold or flu like symptoms.
- Mild aches and pains
- Sore throat
- Fatigue
- New sick note

You can use our Online Consultation service for help and advice on non-urgent healthcare issues.

We use a service called PATCHS and this can be accessed by visiting our website and signing up.

Why should you use PATCHS?

- No queuing on the telephone lines
- PATCHS can be used to manage your health in lots of ways including; ordering prescriptions, booking consultations, requesting sick notes and checking test results. You can also submit requests for someone else you are caring for

- If the clinician decides you need an appointment, they will see you as soon as possible

Using PATCHS helps the practice and others!

- Clinicians can see your request further in advance and plan their work more efficiently. This often means they can see more people
- Using PATCHS frees up practice telephone lines for people that cannot use PATCHS, such as people with digital accessibility issues
- PATCHS helps us save face-to-face and telephone appointments for patients that really need them
- Using PATCHS helps us reduce the risk of spreading diseases like coronavirus to other patients and our staff

Please do not use PATCHS if you need immediate medical assistance. In an emergency call 999. Fast response times save lives

Flu season and vaccination clinics

It is nearly that time of year when we start our annual flu clinics. In order to make sure we contact all eligible patients, please make sure the surgery have your up to date contact number and address.



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.

16 August 2023

13 September 2023

11 October 2023

15 November 2023

17 January 2024

21 February 2024

We have introduced a new annual review recall process. We hope the new process will be more efficient and less time consuming for patients. We want to give our patients with Long Term Conditions the best outcomes and guidance that we can. To do this, we need to ensure that we have an organised process of reviewing our patients on at least an annual basis. Please contact the surgery if you do have a Long Term Condition and haven't been contacted in your birth month so we can get you booked in.

This new review process provides a better way of reviewing patient's needs, especially for patients who may have more than one Long Term Condition.

What is a Long Term Condition?

A long term condition includes illnesses such as:

- Respiratory disease
- Heart disease
- Stroke
- Diabetes
- Kidney disease
- High blood pressure
- Rheumatoid arthritis
- Epilepsy
- Mental health problems
- Other long term health issues that affect the health or lifestyle of a patient



Age UK Wakefield – Digital Inclusion Service

Whether we like it or not, many services are now moving “online” as this becomes the preferred way that people communicate and get the things they need. It is good for the providers of course, but the improvements in efficiency that the interest creates also drives down the prices they charge and speeds up the time it takes to receive your goods or services.



Being out of this loop creates many problems and these have become even more apparent, through the COVID pandemic. Many older people have become cut off from other people and because human beings need company, this results in real loneliness. Or they cannot access reliable information and if your only source is the media, then you could become very frightened and depressed. Or they simply feel out of control, unable to get their own shopping or manage their own finances.



It is easy to see that it can be miserable to be 'excluded' from the digital world. Our aim is to tackle this exclusion and make sure our clients enjoy all the benefits the internet can deliver.

How can Age UK Wakefield help

Free tablet loan with internet access included

Support to access online services such as your GP surgery, prescriptions, shopping, catch up tv

New ways to keep in touch with friends and family, wherever they are in the world

During the loan period, participants also have access to our Digital Telephone Support Service, where they can ask any questions or get help if they are having a problem. This line can also be used by older people who want help with their own equipment.

To access either the Tablet Loan Scheme or the Digital Telephone Support Service just leave a message with our Single Point of Contact by calling 01977 552114 and someone will call you back.

Measles

NHS

MEASLES
Don't let your child catch it

The number of children catching measles is rising. To be protected they need to be immunised with the MMR vaccine.

It's never too late to be vaccinated.

For more information contact your local GP surgery or visit:
www.immunisation.nhs.uk

immunisation
the safest way to protect your child

Public Health England

Measles: How to Stay Safe

The best protection is 2 doses of the safe, effective MMR vaccine at 1 year of age, and 3 years, 4 months

If you have not had two doses, you can get them free from your GP surgery

Know the symptoms! Keep people with symptoms away from others

Call ahead before going to A&E or your GP

Symptoms

- Rash
- Temperature
- Runny Nose
- Red Eyes
- Cough