

St Martins Practice LISTENER

Summer 2019

Welcome to the first edition of our practice newsletter

This newsletter is here to help you keep up to date with the latest news from the practice and the **Patient Participation Group** (turn over for more info).

We'd love to hear your feedback and suggestions for future editions. Just send us a message via the *Contact Us* page on the website, the surgery reception or the feedback box .

Patient Feedback Survey

Thanks to all who participated in our patient survey in February 2019. With the support of volunteers from our Patient Participation Group we were able to speak to 330 people. The results have shown how much our patients value being listened to. So St Martin's will now be implementing a Listening Practice Action Plan, to help us improve communication with patients and make sure all feel listened to.

Another key finding was that our black and minority ethnic patients generally feel less satisfied with their healthcare. The practice partners have committed to exploring this issue to understand what lies behind these feelings and what St Martin's can do to address them.

www.stmartinspracticeleeds.nhs.uk

St Martins Practice website now updated!

Check out our newly updated website, where you can find much more information about:

- All our health and wellbeing services
- All our clinical and patient support staff
- Booking appointments online
- Prescriptions and test results



Come & talk to us
at the Carnival,
Bank Holiday
Monday. We'll be
there 12-4!

Nursing team

We are very pleased to welcome Nurse Alex Davies. She is an experienced practice nurse and joined us in June. She is a permanent replacement for Helen Kirk, now retired, and will work alongside Nadia Mughal and Amanda Rodriguez. The nursing team will also be joined by Sarah Blakeley in August.

Our Healthcare Assistant Mariyah is moving on to pastures new in August. Grainne Egan will be moving across from the Patient Support team to replace her, & doing her Healthcare Assistant Apprenticeship with us.

We wish Helen all the best in her retirement, and Mariyah best of luck for the future.

Our community

The social and cultural life of our community is vital to our health and wellbeing. Each newsletter will include a story from a group outside the NHS working to build community and enrich our common life. This edition we hear from **Father Nicholas Lo Polito, Vicar of St Martin's Church, Potternewton:**

Message from Rev Lo Polito

Immediately upon arriving to St Martins Church as the new incumbent, I realised the vibrancy that characterizes this part of town, with its many expressions of culture and cultures, of religions and folklore, of social action and participation, of art, good will, sense of belonging and identity. I also realised its pockets of deprivation and insecurity – economic, social, cultural and health related.

St Martin's Church has been part of this area and its life since the year 1881, when it was built. It has engaged with its people and changing circumstances, maintaining a reputation as a reference for the people of Chapeltown as well as a beautiful and solid landmark of its landscape. Today the Church of St Martins continues to engage with our people in good and bad times, and to cooperate with all the expressions of this vibrant community.

Father Nicholas Lo Polito, Vicar

Patient Group news

Hi, my name is Dawn and I have lived and worked in the Chapeltown area for over 40 years. I love this area because it is multicultural.

Since retiring I have been looking at ways to fill my time and give something back to the community, I found this by becoming a volunteer and a member of the Patient Participation Group (PPG) at St Martins Practice. This has been rewarding as I have been part of discussions about the practice and what we as patients would like and expect from the practice.

Recently the PPG assisted a GP on a research study, this involved helping to formulate and distribute a survey. Presently along with the Practice Manager Camilla and another PPG member, we are bringing to life this new quarterly news letter. If you would like to know more about what is happening in the Practice and have some input, why not put your name down and join the PPG?

The Practice is often asked by people in the NHS undertaking a research study to identify anyone who fits the research criteria, who may wish to help. I was approached due to being a smoker, for the Lung Study and agreed to take part. Participating was a turning point for me as they found my lungs were clear of cancer but I did have emphysema in one of my lungs. Finding this out scared me, as I knew if I continued to smoke I would have trouble breathing, having seen people in hospital on oxygen still fighting to breath, in my job.

I am pleased to say that with the help of the Smoking Cessation Nurse, from 10th April I am no longer a smoker. It is not easy but I am determined never to smoke again. Without the Practice putting me forward for the study I would never have found out what was happening in my lungs, so I thank them for being proactive when it comes to the people they care for.

How do you get involved in the Patient Participation Group?

- Speak to Michaela Noble in Patient Support
- Complete the *Contact Us* form on the Patient Group page of the website
- Come along to our next meeting **October 17th 2019, 1-2.30pm!**

All past minutes can be found on our website.

Our wellbeing services

Just speak to Patient Support if you are interested in any of our services:

"More than just a coffee morning"

Come join us for fun and games at More Than Just A Coffee Morning! Thursdays 10am-12pm at the Polish Centre on Chapeltown Road. Dominoes, knitting, gentle Zumba and more!

Carers Clinic

Carers Leeds provides one to one support to carers by offering emotional as well as practical support. The carers clinic is once a month.

Citizens Advice Leeds

Citizens Advice Leeds provides confidential advice about money, benefit, housing, employment. There are appointments every week.

Connect Well wellbeing service

We believe everyone can live a fulfilled life, however, sometimes we need help to achieve this. Our Wellbeing Co-ordinator can work with you to connect you to activities in your community to benefit your health and wellbeing.

DWP Work Coach

Our DWP work coach is at St Martins every week. She can support you thinking about work / volunteering and / or training: a personalised, supportive service to help you plan your next moves including how Universal Credit works and support from your job centre work coach.

Healthy Minds

If you are feeling low, irritable, anxious or stressed, or have had a recent bereavement, then our Healthy Minds practitioner may be able to help. This is a 20 minute phone call appointment to talk through what's troubling you and possible solutions.

St Martins Mens Group

Having fun with games, and conversation, plus peer support are the aim of the Mens Group. Free refreshments. The group meets in the relaxed setting of our Big Room on the 3rd floor.

One You Leeds

One You supports you on the journey to a healthier you, making small but effective changes to your lifestyle. Be smoke free. Eat well. Move more. Manage your weight. There is a weekly session at the practice.