

St Martins Practice **LISTENER**

Winter 2019

Farewell Dr Adams

As many of you will know, Dr Adams retired from General Practice at the end of November, after 28 years service to St Martin's Practice and our community. He is already missed! All patients are warmly welcome to a good-bye party:

- Saturday 11 January 2020
- 1-3 pm
- St Martins Practice, 2nd floor

We look forward to seeing you!



Booking an appointment?

We aim to provide a routine appointment in ten working days, and a phone appointment in five days. Due to winter pressures, we know we may not always do this but please be assured that we are constantly looking at how to improve our availability using our limited resources.

We have a wide range of services available to help you which Patient Support Team can book you into directly – please see our website.

Our same day service is available for acutely unwell patients who call before 11am each day.

Thank you for your continued support

Christmas & New Year Opening Hours

24 December	8 am- 6pm
25 & 26 December:	closed
27 December:	8am- 6pm (closed 12.30-1.30)
Weekend 28 & 29 Dec:	closed
30 & 31 December:	8am- 6pm
1 January 2019:	closed
2 & 3 Jan 2020:	8am- 6pm (closed 12.30-1.30)
Weekend 4 & 5 Jan:	closed

If you are acutely unwell over the Christmas period please call us before 11am to use our same day service.

Medichem Pharmacy is open as usual 9am - 6.15 Monday to Friday (closed Thursday lunchtime 1 - 2.15, and closed bank holidays). Other pharmacies will be open on the bank holidays; we will put these on our website.

Many of you have now benefited from the weekend GP and Nurse appointments available at our local out of hours hub at Rutland Lodge practice.

Appointments are provided every weekend. When we are closed you can call the hub to book an appointment (if available) between 9am and 12pm on Saturday and Sunday on 0113 221 3540.

Our community



Our community supports our health & wellbeing. Each issue tells a story from a group outside the NHS working to enhance our community.

Men's Group, St Martin's Practice

Our aim at Feel Good Factor is to improve the health and wellbeing of our local communities in Leeds by enhancing lifestyles and increasing access to opportunities particularly for those most disadvantaged.

I have been focusing on bringing people from different cultures together to help build a new social networks of friends.

What has been working really well is the **Men's Group** at St Martins practice where we have a safe space for men from the community to come and enjoy the services and speak freely about any problems they may face in their daily lives.

We are here every Thursday (10 – midday) with fresh fruit, free tea/coffee and we welcome men who feel they may benefit from making new friends. We have a range of activities such as art work, quizzes, videos, word games, guest speakers & discussions on relevant topics. To join please contact Feel Good Factor or St Martins. We look forward to meeting you.

Aulson Lawrence, Connect Development Worker, Feel Good Factor

Patient Group news

This issue we hear from Clinton Cameron who is part of our Patient Group which recently worked with the practice to carry out a patient survey (333 people took part).

"We agreed to carry out a short patient satisfaction survey this year; a short exercise to find out what patients feel about the service they receive from the practice. When organisations carry out this type of exercise for the first time they are invariably disappointed with the result. Our survey was typical in that we found patients from a black or minority ethnic background, were the least satisfied with our service.

We are not happy with this result but it is not unusual. We need to drill down into the results to identify the issues and work on them. The worst reaction would be to stop asking for feedback because we feel disappointed.

The main survey finding was that what patients most value from St Martins is feeling listened to. As a result, the practice has made changes including introducing this newsletter, and staff have received training in empathetic listening.

We will conduct more surveys next year and aim to achieve continuous improvement. Watch this space & in the meantime we welcome comments.

Clinton

Pedestrian & cycle entrance

We aim to make walking and cycling to the practice as easy as possible.

Cycling: There are cycle racks at the bottom of the pedestrian ramp, as well as in the disabled / staff car park.

Pedestrians: The uneven pavement outside our pedestrian entrance has been reported & the council has made temporary improvements; a fuller job will be done next year next year. Please take care on the ramp which has found to be slippy in wet weather: a warning notice is bring put up. The ramp has been jet washed which has been an improvement, but please take extra care.

Car drivers: Please pay attention to vulnerable road users when using the drop off zone. The drop off zone is for pharmacy customers or people being dropped off for an appointment.

If you have a blue badge then you may park in the disabled bays in the staff car park: drive round the building and press the buzzer.

Getting the most from your appointment

Experience shows that appointments go better for you and your doctor when you think about these three things:

Saying what you want to get from today

You know why you've come today but have you thought about what you expect or want to happen? For example: a diagnosis, a prescription, reassurance, to see a specialist. It's useful to let your doctor know.

Saying what you think's going on

If you have any thoughts about what's causing the problem, do say so. It helps the conversation if you share these ideas with your doctor.

Agreeing a plan of action and what to do if things don't go as expected

Before you leave, are you clear on what needs to happen next? Do you know what to do if, for example, your symptoms get worse, you have problems with your medication, or there are delays with your hospital referral?

PHARMACY
FIRST

NHS

YOUR PHARMACIST IS THERE TO HELP

You don't need to wait for a doctor's appointment.

Quick, friendly advice and treatment:



Other conditions include:

- > Athletes foot
- > Sprains or strains
- > Thrush
- > Hay fever
- > Threadworms

Advice from your
pharmacist is always free

Use your
PHARMACY
FIRST

Our Patient Participation Group

Please join us in person at a meeting or join our email updates.

- 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 Jan 21st 2020 Tuesday 5-6.30pm