

Aireborough Family Practice

www.aireboroughfamilypractice.nhs.uk

OPENING HOURS and APPOINTMENTS

To ensure that we are continuing to offer a good service to our patients we would like to remind our patients that we open from 7:30am on Tuesday mornings and open until 7:30pm on Wednesdays evenings. All other times are from 8:00am until 6:30pm.

We pride ourselves in offering our patients all care under one roof. We will not send you elsewhere to see a doctor for a routine appointment. ALL appointments offered are in house where the **DOCTORS KNOW YOU AND YOU KNOW THEM.** We also ensure that all children under the age of 10 years are seen within the same day and where possible within 2 hours.

Dr Lindsay's Return. We are pleased to announce that Dr Lindsay has returned to the practice after a period of leave. We are sure we speak for everyone when we say we are looking forward to welcoming him back to practice.

Acupuncture—New In-house Service

We are pleased to be able to offer this new service to our patients for lower back pain with our practice nurse Sally Howarth. Sally is a qualified practitioner and has been practising acupuncture of over 17 years.

Acupuncture has been used in China for over 2000 years and aims to improve health by stimulating the body's natural ability to heal itself.

Feedback from our patients who have already received a course of treatment have said they have greatly improved. To receive this treatment at the practice, please discuss with a doctor who would be happy to refer you to Sally if your condition fits the criteria.

View your records on-line. As from end of March 2015 you will be able to view your medical records on line from your computer, tablet or mobile phone. This is a new facility within our practice. To have access to your records you will need to register with reception who will provide you with a password. This service is in addition to what's already available via our website—www.aireboroughfamilypractice.nhs.uk

Health Factoid—Did you know that you get a new **stomach lining** every three to four days? If you didn't, the strong acids your stomach uses to digest food would also digest your stomach



CQC. This is an independent regulatory body of health and adult social care in England. During 2015/16 we will be inspected to ensure we are continuing to deliver a high level of care to our patients. We will keep you posted as to when we have been assessed.

Opening Times - Surgery and Clinic

Opening times:

Monday: 8:00am—6:30pm

Tuesday: 7:30am—6:30pm

Wednesday: 8:00am—7:30pm

Thursday: 8:00am—6:30pm

Friday: 8:00am—6:30pm

Clinic times:

Monday: 8:10am—6:10pm

Tuesday: 7:40am—5:50pm

Wednesday: 8:30am—6:50pm

Thursday: 8:30am—5:50pm

Friday: 8:00am—5:50pm

Lloyds Pharmacy at Silver Lane is open from: 8:30am until 7:00pm Monday to Friday.

Local Rate Telephone Number : 0113 3911950

Help needed for teaching students. Most Thursday mornings between 9am—10am we are involved in teaching students at the practice how to examine patients. We need to show them

Any Suggestions?? We are always looking for ways we can improve as a practice. If you think there is something we can get better at or improve on we are happy to hear from you. Please ask at reception for a 'Suggestions' form to complete and hand in.

Friends and Family Test

The Friends and Family test is new to GP Practice and is a feedback tool that is designed to support the principle that people who use the NHS have the opportunity to provide feedback on their experience that can be used to improve services. It is not a traditional survey. However it is a continuous feedback loop between patients and practices. We have a simple questionnaire which we will ask patients to complete on one day during each month. If you are asked to complete a questionnaire—please fill in and pop in the Friends and Family post box located at reception. The figures will be posted on our website and on the rolling board in reception.

If you require medical advice out of hours you can call 111 or if you need an ambulance you can still call 999.

Do you take all the medications you order on repeat? Surprisingly many of us don't. It is estimated that at any one time £90 million worth of unused prescription medicines are being retained in individuals' homes across the UK which is staggering amount. Around half of the UK population do not take or use their medicines as prescribed. We are asking patients to consider the following -

- Only order what they need
- Return their unwanted medicines to their pharmacy for safe disposal
- Take their medicines with them when they go into hospital
- Have regular reviews of their medicines with their GP, practice nurse or pharmacist
- Discuss any medication issues with their GP or pharmacist

We know that with your help we can reduce the amount of unwanted/unused prescribed medications and put the saved resources towards helping fund other necessary services within the NHS at community level.

Health factoid—In England in 2009 an estimated 81,400 deaths of adults aged 35 and over were attributable to smoking. This accounts for 18% of all deaths in this age group. If you wish to stop smoking you can text FAB 60066 or call 0113 843 4533/0800 1694217. Alternatively you can book in to see one of our practice nurses for a 'smoking cessation' appointment.



OSTOMY AND STOMA PRESCRIPTIONS Were you aware that the local pharmacies have access to the complete range of ostomy and stoma products? From the point of ordering to getting them in stock can take less than 24 hours and all offer a free home delivery service. All of the local pharmacies offer the repeat ordering service to help take out the burden of remembering to order items in time. Please feel free to speak to any of the Pharmacists for further details.

We are sure you will agree that ordering all your repeat prescriptions from one place makes sense and will help give you peace of mind.

Repeat Prescriptions . As the reception desk is extremely busy we are no longer able to take repeat requests over the telephone. You can still order via pharmacy of your choice, on-line or over the counter.