

# Aireborough Family Practice

[www.aireboroughfamilypractice.nhs.uk](http://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.

**Electronic Prescriptions** We are now able to send repeat prescriptions when ordered via on-line, over the counter or via the pharmacy electronically to the pharmacy of your choice. This is designed to save you a trip to the practice to collect your prescription and then taking it the pharmacy to get the items dispensed. Instead, once you have ordered your repeat prescription the items, when reviewed by the Doctor, gets sent direct to your nominated pharmacy for you to collect direct from them. If you wish to take up this 'time saving' service, please speak to the pharmacy whom you wish to collect your prescriptions from and they will facilitate this.

**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](http://www.aireboroughfamilypractice.nhs.uk)

**Health Factoid—** Blood has a long road to travel: Laid end to end, there are about 60,000 miles of blood vessels in the human body. And the hard-working **heart** pumps about 2,000 gallons of blood through those vessels every day.



**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

As from June 2015 all patients are allocated a named GP. This does not affect which doctor you see in the practice. If you wish to know who is your allocated GP—please ask reception.

**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.

**Recent Practice Improvements.** We hope you will have noted that all our clinical rooms have had a considerable but necessary facelift. The rooms now comply with Infection Control standards. We have recently had our Infection Control Audit and received high commendation on our standards. We have also had our best year ever for providing Quality Care for our patients (QoF—Quality and Outcomes Framework) achieving 99.57%. Thanks and high praise to all the team at Aireborough Family Practice but a special thanks to our excellent clinical team. Well done!

**Health factoid**—By 60 years of age, 60-percent of men and 40-percent of women will snore. But the sound of a snore can seem deafening. While snores average around 60 decibels, the noise level of normal speech, they can reach more than 80 decibels. Eighty decibels is as loud as the sound of a pneumatic drill breaking up concrete.

Noise levels over 85 decibels are considered hazardous to the human ear.



**Patient Participation Group.** We are in need of volunteers to give practical and sensible suggestions to help us improve in our service. This group virtually meets over 4/6 months. If you wish to participate please complete a registration leaflet at reception to ensure that you are added to our distribution list.

**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.