

August 2019

Leeds Road Practice

Welcome to the sixth edition of our monthly newsletter aiming to provide you with up to date information regarding the practice. We hope that you like our new

format and we are always looking for ideas in regards to how we can improve so please provide feedback to Leedsroadpractice@nhs.net

Please be aware the surgery will be closed on Monday 26th August 2019 for August Bank Holiday. If you need medical advice during this time please call NHS 111. For medical emergencies please call NHS 999. The surgery will re-open on Tuesday 27th August at 8am.

Are you aware the surgery has changed its telephone options when you ring the Practice?

1. Appointments
2. Results (After 2pm)
3. Referrals and Insurances
4. Other Enquiries

July 2019 – Practice Activity

We hope that you will find these figures both interesting and enlightening and we thank our patients for their patience in what can often be challenging times when they contact the surgery.

Registered Patients:	13,781
Calls Received:	6,321
Calls Made:	3,470
Appointments Attended:	6,451
Referrals Made:	506
Prescription Items Issued:	24,170
Home Visits:	278
Laboratory Results:	2,124
Correspondence Sent and Received:	3,054

Did you know the surgery now only books appointment 2 weeks ahead due to our high Did Not Attend (DNA) rate. We found patients were more likely to attend if they had booked their appointment within the 2 weeks prior.

Did you know we offer a number of pre-bookable appointments with GP's, Nurses, Pharmacists and physios at Harrogate's Extended Access clinic? Appointments are bookable through contacting our Receptionists on 01423 566636.

The surgery would like to welcome Mrs Donna Bulter to the Reception team. Donna joined us in June and is currently in her training phase.

We would also like to congratulate Mrs Lorraine Scott who has recently become joint team leader of Reception along with Mrs Sue Smith.

In August, Dr Emma Howarth (GP Registrar) will be joining us for her 6 month GP rotation as she starts her last year in her GP training. We look forward to her working with the team.



How do you order your prescription?

From September 1st all local GP practices will no longer accept prescription requests from pharmacies or appliance companies.

You (or your carer, nominated family member or friend) will have to order your prescription directly from the GP practice yourself.

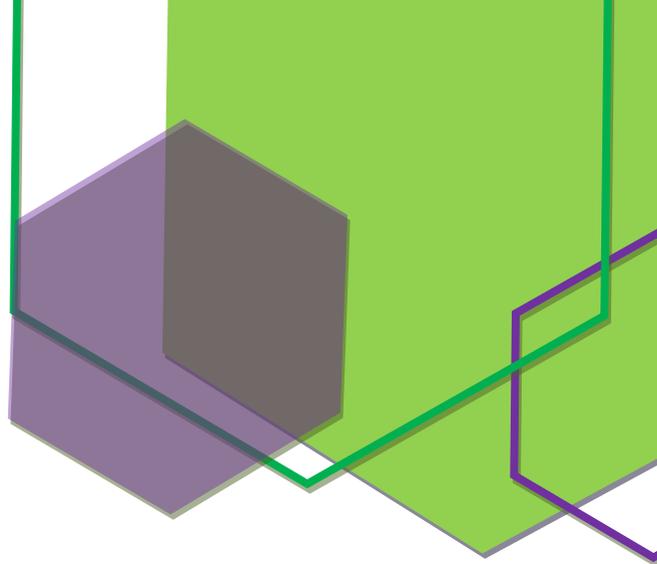
Under the previous systems some patients have built up a stock of unused medicines. The new system will be more safe and efficient and the practice will have a clearer picture of the medicines you do and do not use. A pilot scheme started in Knaresborough has shown a significant reduction in medicines wastage.

The easiest way to order your repeat prescription is online. Ask the receptionists how to do this.

Alternatively you can order using your repeat prescription slip via the box at the practice, or post it to the practice.

If you need help with ordering your medicines, please consider a relative or friend, alternatively please discuss this with your community pharmacist or practice pharmacist at the surgery.


**Harrogate and Rural District
Clinical Commissioning Group**



A Further Message from Dr Emma Tolan

Race for life weekend done, with the Pretty Muddy 5k on the Saturday and 10k run on the Sunday! Nearly £2000 raised for Cancer Research and a silly wig and tutu worn all weekend! I had a lot of fun and my dog, Haggis I believe was the fastest dog in the 10k! Thank you for all the support I have been given by staff and patient's whilst getting back into work after a year off with cancer treatment. I can truly say I am enjoying being back. All there is left to say is 'keep checking your boobs' and don't miss your mammogram appointments. Emma Tolan x