**NEW SURGERY NEWS**

**It continues to be a difficult year with now another variant of Covid (Omricon) However the Practice remains open to patients and are running services as normal as possible.. The Practice is here to support all patients in every way so please do contact us if we can help with anything. Practice staff will always try to help and direct you to the right person who can deal with your problem. We are proud that the Practice has remained open throughout Covid19 and have tried to give patients the best service. We ask that patients be kind and polite to staff as they continue to work hard through difficult times.**

**Extended Access & Hours**

**Appointments**

We can now offer patients the choice of evening and weekend appointments for other surgeries across Bradford. Patients can also pre-book these appointments to see GP’s or healthcare assistants for blood tests (over 16’s only), smear tests, asthma reviews et

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New patients living in the area can now register any day, please have either Valid Passport, Birth Certificate or Driving Licence with proof of address. .The process is the same fotor all our patiatients. If patients do not have an address the information will be passed to the Practice Manager to look at

**CHILDHOOD VACCINATIONS ARE VERY IMPORTANT PLEASE MAKE SURE ALL CHILDREN ARE UP TO DATE WITH ALL VACCINATIONS**

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Winter 2021 2202121

Moor Park Medical Practice 2021 Quarterly

NEWSLETTER

Moor Park Medical Practice

Bluebell Building, Barkerend Health Centre

Bradford BD3 8QH

**Surgery Opening Hours:**

**Monday to Friday 8.00am to 6.30pm**

**Telephone: 01274 778400**

***Patients***

***Please update your address and telephone details at reception or over the telephone so we are able to contact you at any time necessary.***

**DNA’s The Practice has a policy in place for patients who regularly miss appointments this may result in them being removed from the practice.**

**Patients to cancel appointments if they are not going to attend.**

**The appointment must be cancelled 2 hours prior to being seen by the GP**

**Patients are asked to contact the hospital directly with regard to referral letters or appointments 01274 274274**

**Thankyou**

**COVID VACCINATIONS continue to be administered from the HUB at Barkerend Health Centre in the Daffodil Building. PCN5 is delivering third Booster vaccinations, first & second vaccinations can also still be booked. Demand for vaccinations is increasing and the service is running well.**

**PLEASE CONTINUE TO GO BY GOVERNEMENT GUIDELINES**

**All PATIENTS MUST WEAR A MASK WHEN ENTERING THE BUILDING**

**The Practice is open but please do not come to the surgery for general enquiries. The Practice is operating face to face appointments and a telephone appointment system the patient will be asked which they require. However if any symptons of covid then it will be a telephone call. The Practice continues to offer face to face appointments for cervical Smears, Urgent bloods and Childhood immunisation. Other clinics are being done by telephone. Patients can still book through online Services but it will be a telephone appointment.**

**E-CONSULT: Patients can now seek medical and admin advice or request sick notes from a clinician through e-consult, which can be found at our website:**

**https://www.moorparkmedicalpractice.nhs.uk/**

**Patients need to fill in a short form and a clinician will get back to you within 48 hours.**

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**The Practice is now part of a large group of Practices 10 in total and these have formed a Primary Care Network team called PCN5 collaborative working will help in delivering better services to the area by recognising what is needed the most in the community.**

**CLICKS**

**The Practice is also taking part in CLICKS and has now got a Community Connector attached to the Surgery. Patients can be referred to the Community Connector for social & domestic problems which cause them to feel unwell. The Service will help patients get the help they need in all different ways. Welfare help, loneliness, isolation, anxiety, and lots more. The community connector also works closely with Advanced Practitioner who can look at medical needs. The Practice will update you on this service in the next News Letter.**

**Social Prescribing**

The practice has got a social prescriber who patients can be referred to. Patients who regularly visit the GP can be referred to the service to assist them with help finding new services and social activities including local classes and hobbies, help with completing forms, with friends and groups and general socialising. If you are interested then please speak to one of our secretaries

The Practices is looking at patients who may be lonely or isolated and are unable to access services. The social prescriber is ringing patients over the age of 65 who live on their own. The Practice is looking at ways to contact patients who would benefit from the Social Prescribing Service

**Patient Participant Group-Patient Engagement**

**The PPG Patient Participation Group will not be able to meet at the Practice but will be having a Zoom Meeting on Monday 22nd March 202 If you would like to attend then please give the reception staff your email or up to fate mobile number and a link will be sent to you.**

If you are interested in joining the Patient Participation Group please ask for a registration form at reception. Our Patient Engagement lead is Razia Bibi and is happy to talk to patients at anytime.

**Self Care**

All Practices ask their patients to ‘self care’ especially in cases of minor illnesses If you feel unwell, please seek advice from your local Pharmacist. They also have a private consultation room for matters more personal.

Items such as paracetamol, bonjela, sudocrem, E45 cream, calamine lotion, calpol and gaviscon can be bought over the counter and do not need a prescription from the Doctor or Nurse Practitioner

**Care Navigation—Helping you get the right care**

When patients ring to book an appointment you might notice our reception team will ask you for a brief outline of how we can help you. This is because we have introduced ‘Care Navigation’ It means our reception team has been trained to ensure they can help you find the best service for your needs, this may not be an appointment to see the GP, instead you may be directed to a Pharmacist for example. This new way of working is about offering patients the choice to see more appropriate professionals at the surgery or elsewhere. Due to GDPR the reception team can only speak to the patient or person who has written consent to speak on behalf of the patient.

**Patients do not have to share information with the reception team if they do not wish**

**The first point of call when feeling unwell should be the pharmacy. They can advise you on what medicines to take and if a GP appointment is required. You should have a well stocked medicine cabinet at home. GP appointments should not be accessed for general coughs and colds etc.**

**Stop and think:**

**Please Telephone the Practice for advice BEFORE you attend A & E. If the Practice is closed the telephone line will divert to our "Out of hours” Provider. Inappropriate use of A&E will result in you getting a letter and being offered an appointment.**

**Please Ring NHS 111 this service is free from mobiles and landlines.**

 **A&E and 999 Service are for emergency and life- threatening conditions only.Get the right treatment for you and help the NHS to manage its resources.**

If you are housebound then please inform Reception

 **Moorparkmedicalpractice.nhs.uk**

The Website gives Patients access to information such as opening times, contact numbers and the option to cancel appointments. We are in the process of building our new website for Moor Park Medical Practice and we can then offer on line services.

**Why not take a look at the ‘NHS choices website’ also for more up to date information.**

**Leave Feedback through the following link: https://www.mhs.uk?service/gp-surgery/moorparkmedicalpractice/B83661/leave a review**

**FLU VACCINATIONS Are being run at the Practice and patients can book in to clinics of their choice.. Sms Messages with a direct booking link will be sent to patients with a mobile. Other patients will be contacted by the reception team**

All Patients are now registered at the practice for Online Services unless they have chosen to opt out.

Online services include being able to access medical records, summaries, results,

ordering prescriptions, booking and cancelling appointments. We also have a EPS

-Electronic Prescription Service patients have to register with a pharmacy of their choice for this service. Prescriptions can then be sent direct to the chosen pharmacy.

Please ask at reception for more information.

**Carers**

**The Practice is looking to identify carers, it may be that a patient cares for a**

**family member, child, other relative or friend. These patients can register with carers resource and access lots of services free through them. Carers Resource are there to help patients whatever age from children to elderly patients.**

**Promotional leaflets and registrations forms can be found on the leaflet desk in reception and we have a board with details of the service on. If you do require more information please ask at reception.**

**All Patients at the practice have a named GP**

**Appointment System**

**When patients book an appointment on the day they will be seen by any of the clinicians who are working that day. Reception staff will not be able to specify who patients are booked in with. If patients wish to see a particular clinician, they will have to pre-book an appointment in advance.**

**PUSH DR - The Practice Offes Push Dr Video Consultations which can be accessed by**

**patients Mon-Frid 8am-8pm and at weekends. The service has received good reviews by patients that have used it saying it is very quick, easy and efficient. The Practice has sent SMS messages out with the details on how to Download the App.**

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**SHINGLES VACCINES ARE ALSO AVAILABLE TO BOOK**