

Winter 20/21

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.

PUSH DR - The Practice is part of a new service for 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.**

CHILDHOOD VACCINATIONS ARE VERY IMPORTANT PLEASE MAKE SURE ALL CHILDREN HAVE THESE. PNEUNOCOCCAL AND SHINGLES VACCINES ARE ALSO AVAILABLE TO BOOK AT THE PRACTICE

MMR outbreak

There has been an outbreak of Measles, Mumps and Rubella (MMR) across the country. If you are invited to have an MMR vaccination at the Practice please do attend for it.

Extended 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 ap-

New patients living in Bradford 3 can now register any day, please have either Valid Passport, Birth Certificate or Driving Licence with proof of address.

NEW SURGERY NEWS

COVID VACCINATIONS will be administered from December 2020 on site in the Daffodil Building. Initial patients to be offered this vaccination are the over 80's and it will then move down through age groups. The practice will invite you in due course.

E-CONSULT: Patients can now seek 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.

COVID 19 CORONA VIRUS: GOVERNMENT GUIDELINES FOR GP PRACTICES

The Practice is open but please do not come to the surgery for general enquiries. The Practice is operating a telephone triage system and the GP/Clinicians will invite patients to the Practice if they feel they need to be seen. 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.

PLEASE CONTINUE TO GO BY GOVERNMENT GUIDELINES

Anyone with a cough, temperature, sore throat or flu like symptoms should NOT come to the Practice. Patients are advised to self isolate for 2 weeks and self medicate. If symptoms cannot be managed at home then GO ONLINE AT NHS 111 or call the surgery for advice. Patients can also get up to date advice from the Government website. Bradford City are using Red Hubs to see patients and Practices are also using Push Dr where patients can download an APP and book a video consultation the same day 8.00am-8.00pm and weekends.

Patients should not come to the Practice unless advised to do so by a GP.

If a patient needs a referral to the hospital then this can now be done, please be aware that some of the hospital departments will be operating and seeing patients in different ways due to Covid 19. All the NHS services are working to resume normal services as soon as possible.

The PPG Patient Participation Group will not be able to meet at the Practice but will be having a Zoom Meeting on Tuesday 05/01/21. If you would like to attend then please give the reception staff your email or up to date mobile number and a link will be sent to you.

You can now register at the practice for **Online Services**

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.

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

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.

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.

Stop and think:

You must 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.

Appointment System

The practice has a new appointment system in place. 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.

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

These Practice will work together to try give patients a better service and signposting. More information about the new services will be available in the coming months.

CLICKS

The Practice is also taking part in CLICKS and has now got a Community Connector attached to their Surgery. Patients can be referred to the Community Connector for social & fomestic 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

Patient Participant Group-Patient Engagement

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

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.

**Patients who are wanting to follow up a referral letter or enquire about an appointment at BRI or St Luke's need to telephone the hospital directly on
01274 274274
Thankyou**

All Patients at the practice have a named GP

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.