

ZERO TOLERANCE



The practice has a Zero Tolerance Policy and takes a serious view of any incidents of physical or verbal abuse against its employees and will support them if assaulted, threatened or harassed.

In the event of serious physical or verbal abuse patients will be removed from the practice list.

For information and advice on some of the most common childhood conditions go to

www.nhs.uk/Conditions/Pages/hub.aspx



REGISTERING WITH A GP PRACTICE

If you are over 16 years of age you will need to provide ID, preferably photographic with proof of address (eg passport or driving licence) in person to the surgery. ID for children under the age of 16 can be provided by the parent or guardian.

ONLINE BOOKING

You can book appointments and order prescriptions online.

Call the practice on 01924 224299 if you wish to register to enable this.

If you are booking an appointment online remember to click the **BOOK APPOINTMENT** button

at the bottom of the screen to save the booking .

Levi's Angels Bereavement Support

- Emotional support and a listening ear

-support groups

- Holistic therapies (by app)

- 1-1 counselling (by app)

- Grief recovery Programme

Open Mon-Thurs 10am-15:00pm

Levi's House, 4 charlotte yard, charlotte street, Wakefield WF1 1UB

Tel 01924 200399 or 07971932610

PRACTICE UPDATE

JANUARY 2015



PARK VIEW SURGERY

FMC HEALTH SOLUTIONS LTD

staff news

We would like to welcome back Dr Rebecca Farrelly. Dr Farrelly was a GP Registrar with us from February to July 2012 and came back to us as a GP in September .

We would like to welcome Jenny who has recently joined our reception team.

Judi Fourie, Nurse Practitioner, has returned from her trip to Ethiopia where she was working with the charity Facing Africa. See article on page three

Patient Participation Group

Are you interested in finding out how to get involved in your practice?

We are expanding our Patient Participation Group and are looking for patients from all age groups, social and cultural backgrounds to join us.

What do **YOU** think works well and not so well in our practice?
If you would like more information about the group please enter your details below and hand in at reception:

Name: _____

Address: _____

Contact tel: _____

Email Address: _____

Park View Surgery
148 Castleford Road
Normanton
WF6 2EP

Tel: 01924 224299
Fax: 01924 220252

FMC Health Solutions
8-10 High Street
Ferrybridge
WF11 8NQ

Dr C.A. Pinder
Dr P. Earnshaw
Dr P. Wynn
Dr C Phipps-Jones
Dr C Speers

Dr D.Marlow
Dr A. Mone
Dr R. Farrelly
Dr C. Barraclough



Awarded for excellence

PATIENT ADVICE and LIAISON SERVICE (PALS)

The PALS team help patients, families and carers access the Trust's services, receive feedback about them and work with people to resolve any problems they have.

The team opened its new drop in centre earlier this year at Pinderfields Hospital in Wakefield, offering people the opportunity to have face-to-face contact with the team without the need for an appointment.

The new PALS office is on Level C at Pinderfields Hospital in Wakefield. The drop in service is open between 10am and 4pm, Monday to Friday.

Alternatively, call them on 01924 542972 or email pals@midyorks.nhs.uk from 8.30am to 5pm, Monday to Friday (excluding bank holidays).

Interested in seeing a health trainer?

A Health Trainer is someone who can provide support and motivation to anyone who is aged 16+ who wants to make a healthy lifestyle change

Your Health Trainer can help you with:

- Healthy Eating
- Losing weight with programmes including shape your weight
- Physical Activity
- Stopping Smoking
- Reducing stress and anxiety
- Cutting down on alcohol
- Social Isolation

PLEASE SEE RECEPTION FOR A SELF REFERRAL FORM

DIABETES

Many people are at risk of developing diabetes without realising it.

ARE YOU AT RISK?

Log on to www.diabetes.org.uk and complete a 3 minute test to check your risk score.

Answer 7 questions and measure your height, weight and waist measurement to find out whether you are at risk and what to do next

Do you have asthma?

Do you suffer symptoms of cough, wheeze or shortness of breath everyday, and use your reliever inhaler (this is the blue inhaler) regularly?

If yes your asthma is not well controlled and could be improved. Make an appointment to see one of the respiratory nurses to help you improve your asthma control.

For more information visit www.asthma.org.uk

Dr Call Back

At the beginning of July we introduced a new appointment system, our aim is to create a more efficient appointment system and improve patient access to GP's therefore ensuring that you receive the most appropriate care at the right time.

We operate the system between 9am and 12:00 midday mon-fri

How does it work?

When you contact the surgery to book an appointment etc, you will be offered the opportunity to speak to the Doctor as most problems are more conveniently managed over the telephone saving you a journey to the surgery. The Doctor may feel that it would be more appropriate to have a face to face consultation in which case they will ensure you are given the most appropriate appointment for your individual needs.

PLEASE SEE RECEPTION FOR MORE INFO

If you have used the system before we would appreciate any feedback.

DID NOT ATTEND

40 appointments between 1/12/14 - 31/12/14 were wasted due to patients not attending. On these occasions we were unable to make these appointments available to other patients. If you are unable to make your appointment please let us know if you are unable to attend your appointment.

SHINGLES VACCINATION

Were you aged 70, 78 or 79 on 1st September 2014?

If you were born on or between:

02/09/1943 to 01/09/1944

02/09/1935 to 01/09/1936

02/09/1934 to 01/09/1935

You are eligible for the vaccination.

Other age groups will be introduced in future years to ensure that all people aged 70-79 are offered the vaccination. **PLEASE SEE RECEPTION FOR MORE INFO**

FACING AFRICA

Judi Fourie

In October 2014 I was fortunate to be part of a surgical mission to Ethiopia, funded by Facing Africa, a charity set up in the UK to treat Noma.

Noma is a devastating disease that affects malnourished children in Sub Saharan Africa that eats away their faces, jaws and noses. Those who survive have horrendous deformities. Because of their appearance, they are shunned in their villages and hide their faces behind veils.

Facing Africa funds teams to reconstruct the faces of these poor people to help them become accepted in their community again.

It was a very worthwhile and rewarding trip, as well as being hard work and quite scary. It is good to be safely home and be back at Park View.

