

## **Welcome to Summer**

Lots of our work is online and we can keep you updated, answer questions and give you access to your medical records.

If you would like your email address adding to your medical record – you can email it to us.

Although we are using the internet more, we are still here to help you and we know not everyone has access. We can do face to face as well.

**Our telephone number** is 01924 384498 and options are:

**Appointments** – option **1** 8.00am – 12.30pm and 1.30pm – 5.00pm

**Prescriptions** – option **2** 12.30 – 2.00pm Monday to Thursday. 10-12 Fridays

**Referrals/Letters** – option **3** – 10am to 3pm

**General Enquiries** – option **4**

## **COVID**

### **BOOSTER Vaccinations**

You will be contacted if you are eligible for the next booster. We can advise where these are available but you can book online, use your NHS App or phone 119. Also, there are walk in vaccination clinics and these are advertised locally.

**Wakefield Council publish up to date information on their website on the pandemic, which you can find at [www.wakefield.gov.uk](http://www.wakefield.gov.uk).**

## **ONLINE VIDEO CONSULTATIONS**

'Engage Consult' allows patients to communicate securely and safely online with their practice about non-



emergency medical conditions, admin questions, sick note requests or online video consultations. The doctor will send a link to your mobile to start the consultation.

**Additional roles** in the practice to support you with your health needs:-

### **First Contact Practitioner –**

Physiotherapists who you can book to see directly for assessment of new problems.

**Physician Associate – A Physician associates** support doctors in the diagnosis and management of patients

**Pharmacist/Pharmacy Technician –** Can speak to you about your medication, offer medication reviews

**Care Coordinators** – your care coordinator can offer help with social, housing or financial problems, offer support or refer you on for further social or financial support. Please ask at reception.

### **Bank Holiday closures**

2<sup>nd</sup> and 3<sup>rd</sup> of June & 29<sup>th</sup> August 2022

### **Training afternoons:**

15<sup>th</sup> June & 13<sup>th</sup> July – closed from 12.

## **ONLINE APPOINTMENTS & Services**

You can now book appointments online for smears, BT, health checks for 40 - 74 year olds and contraception reviews. You can find information on our Website by clicking on 'Get help' on the first page and following the instructions.



**All prescriptions** are now sent electronically to the pharmacy. You will need a nominated pharmacy for all prescriptions. If you have repeat medication, we need to know where to send it. If you get a prescription during your visit to the GP, they will ask you there and then.

It's **Hayfever** season again. As you may know it;s local CCG policy is for you to buy medication over the counter at the pharmacy, supermarket, shops and budget stores.

### Behind the scenes

- Average patients assessed every week 900 – 1000
- Letters coming in about you, read by your doctor = 750+ per week
- Letters sent = about 450 per week.
- Telephone calls 1200+ per week.
- Prescriptions issued = 1250 per week
- Referrals = 109

(Based on average figures from a two week period of 28<sup>th</sup> March to 8<sup>th</sup> April)

### Abuse of Practice Staff

Verbal abuse is not okay and physical violence (or threats of violence) in the NHS is not tolerated.

Our email address is:

[wakccg.homesteadmc@nhs.net](mailto:wakccg.homesteadmc@nhs.net)

**Please do not send medical problems or prescription requests to this email address as this is not safe.**

**Please can we have your email address and up to date telephone numbers? We also want your name and address changes.**

Please advise patients to register via S1 online or provide a link to the form please

**The NHS App** - Use your NHS account to:

- **get your NHS COVID Pass** – view and download your COVID Pass for travel abroad
- **get advice about coronavirus** – get information about covid and what to do if you think you have it
- **order repeat prescriptions** - see your available medicines, request a new repeat and choose a pharmacy for your prescriptions to be sent to
- **book appointments** - search for, book and cancel appointments at your surgery, and see details of your upcoming and past appointments
- **get health advice** - search trusted NHS information and advice on hundreds of conditions and treatments. You can also answer questions to get instant advice or medical help near you
- **view your health record** - securely access your GP health record, to see your allergies, current & past medicines. If your GP has given you access to your detailed medical record, you can also see information like test results and details of your consultations. Apply at reception.
- **register your organ donation decision** - choose to donate some or all of your organs and check your registered decision
- **find out how the NHS uses your data** - choose if your health records is shared for research and planning
- **view your NHS number**