

Drs Rogbeer, Irelewuyi & Prabhu
Homestead Medical Centre
Spring Newsletter 2022



Save the date!

Friday 21st April from 10am – 11:30am our Patient Participation Group members are holding a coffee morning and they would love to meet with you, everyone is welcome!

It is really important that we have your correct telephone number and / or email address on your records so we can contact you about your healthcare or appointments. Please check your details with us when you next contact us. Thank you!

- Every Mind Matters campaign.

The campaign primarily aims to reach 16-34 year olds by continuing to encourage them to 'Lift Someone Out of Loneliness', knowing that this will likely help their own feelings of loneliness. This is based on recent research that shows that people in this demographic are at higher risk of feeling lonely compared to other age groups, but less likely to seek advice and support.

If you're feeling lonely this winter, search 'Every Mind Matters; for support and advice or go to <https://www.nhs.uk/every-mind-matters/lifes-challenges/loneliness/>

Did you know you can book your own appointments via SystemOne Online? If you would like access to this service, please speak with reception who will set you up and issue you with your own password.

Appointment can be booked online for:

*A telephone appointment with a GP

*A face to face pre-bookable appointment with a GP

*A cervical smear with the nurse

*A blood test with our phlebotomist

Training Days

Please note the surgery will be closed from 12noon on the following dates:

Wednesday 19th April

Wednesday 17th May

GP Care Wakefield is a service we offer to our patients who require an evening or weekend appointment when the Surgery is closed. These can be same day or routine GP appointments or pre-bookable GP and Nurse appointments. If you struggle to attend the Practice during our working hours, our reception team can book you in with GP Care Wakefield. Alternatively, if you need non-urgent medical assistance when the surgery is closed you can call the main surgery number and you call will be transferred to GP Care Wakefield. **Please note this is not a Walk in Service, and all appointments must be pre-booked.**

IMPORTANT: Changes to the ordering of repeat prescriptions

From 1st February 2023 we will no longer be accepting paper requests for repeat prescriptions.

Many patients have commented over time that they would prefer to telephone the practice to order their medication, we have listened to what you have said and have purchased some software that will allow you to order your medication over the telephone 24 hours a day 7 days per week.

You can use the new system by calling the main surgery number and selecting option 2 or you can dial the number direct on **01924 663064**

Do you have problems getting through to our phone lines at 8am, or are you unable to call the surgery at 8am because you are on the school run or on your way to work? If so, why don't you try our online consultation service. If you go to our web page www.homesteadmedicalcentre.co.uk you will find a link for online services. You can send a medical query directly to the GP, you can order a repeat prescription or sick note.

During Covid we had to stop providing Spirometry and Reversibility testing. We are now working through the waiting list of patients that this affected and will be providing additional clinics specifically for this service.

Meet our First Contact Practitioner, Lauren

Hi, I'm Lauren one of the First Contact Practitioners (FCPs) working for Homestead Medical every Wednesday. I am a physiotherapist by background with many years of experience varying from outpatient clinics, professional sport, rheumatology, pain management and working alongside orthopaedic surgeons in their clinics. The FCP role is slightly different to physio, and similar to the GPs and advanced practice nurses/clinicians, I can refer on to physiotherapy, more specialist services in other settings, refer on for investigations if they are needed, and provide advice and management on your musculoskeletal condition. If you have a new musculoskeletal condition that you have never spoke to someone about before, feel free to book an appointment by calling the surgery to make an appointment.

Here are just a few of the many comments we have received from our patients recently:

My doctor is very understanding and helpful and gave me a lot of guidance and help.

Nice staff, prompt service.

Took a long time to get through but dealt with efficiently and thoroughly after that.

I was pleased to get a face to face appointment today and with a GP whom I trust.

I was listened to and a plan for going forward was agreed.

I had a very positive and helpful experience. Very friendly staff who made me feel welcome

Got treated with respect.