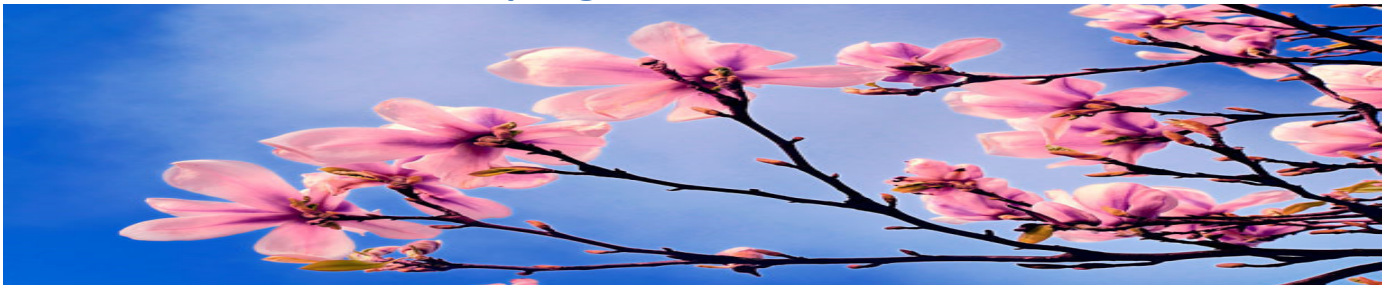


Drs Rogbeer, Irelewuyi & Prabhu  
Homestead Medical Centre  
Spring Newsletter 2024



### Goodbye!

Unfortunately Donna will be leaving us at the end of April. Donna is moving into a new role at Leeds University teaching and supporting new Nurses, she will be sadly missed by all at Homestead. Nurse Louise Baker will be our new diabetic lead for the Practice.

### Training Days

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

Wednesday 17<sup>th</sup> April  
Wednesday 15<sup>th</sup> May  
Wednesday 19<sup>th</sup> June  
Wednesday 10<sup>th</sup> July

Please call the main surgery number if you need medical assistance and your call will be diverted to our on-call service



\*\*\*\*\* Appointment Booking Changes \*\*\*\*\*

from 1<sup>st</sup> March 2024

After listening to our patients and understanding that it is often difficult for some people to call at 8am for an appointment, we are trialling a change to our appointment system.

From 1<sup>st</sup> March our same day appointments for a morning will be available from 8am.

A same day appointment for an afternoon will be available from 11am.

We hope that this will reduce the 8am rush of patients trying to get through on the phone.

There are still alternative ways of booking appointments, please have a look at our website for further details or ask one of our Care Navigators at reception.

## Book an evening or weekend appointment



Extra same-day and routine appointments are available locally

#### Open



Monday to Friday 5pm - 9:30pm  
Saturdays 9am - 5pm  
Sundays 9am - 1pm  
Bank holidays 9am - 3pm

#### How to book



Speak to our practice to book an appointment. When we are closed your phone lines will be diverted to GP care for urgent appointments.

Available to patients registered with Wakefield District GP practices only.  
Subject to availability

GP CARE WAKEFIELD  
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### You can order your repeat prescription several ways:

- Call the prescription ordering line direct on 01924 663064. You can call this number 24 hours a day 7 days a week.
- Order on the NHS App
- Order on SystemOne Online
- Call the main surgery number and select option 2
- If you are housebound, you can arrange for your nominated pharmacist to order on your behalf

We are pleased to let you know that in the next few weeks we will have a new telephone system.

The new system will allow us to call you back without you losing your position in the queue and without having to hold on the line. We hope this will make it easier for our patients when calling the Practice.



### Digital Support for NHS App or other Online Services

If you need assistance setting up the NHS app on your mobile phone, help to order your medication online or via the dedicated prescription line or for support with online bookings, our Care Navigators will be happy to help.

Alternatively, you can call in to the waiting room on Wednesday 17<sup>th</sup> April 9.30-12 when our digital team will be available for one-to-one support with any NHS online service queries.



### HOW CAN A PHARMACIST HELP YOU?

I can help you by...

- giving advice and information about your health and minor ailments.
- supporting you to manage and get the best from your repeat prescriptions.
- supporting you to manage long-term conditions.



EMMA, NORTH EAST ENGLAND

### Here are some of the comments we have received from patients this month:

- Much easier to request a repeat fit note online than having to go into the surgery and fill a form in!!
- Very helpful
- I would like to say a big thank you to Dr Bakare for being absolutely brilliant with my 2 ½ year old toddler. This is the 2<sup>nd</sup> time we saw him and he has been very thorough and amazing with her. It is not very common to find a doctor that speaks kids language so well!! Thank you