



Ash Grove Medical Centre
Tel: 01977 673141 – Appointments & Enquiries
www.ashgrovesurgery.co.uk

Welcome to the Spring issue of our Practice Newsletter. In this Newsletter, we aim to provide patients with up to date news, changes to the services we provide and useful information.

Staff News

We would like to extend a warm welcome to Angela McKenna (Patient Coordinator Team Leader). Also, we would also like to inform you that Dr Siddiqui has now become a Partner.

Staff Training Days

Please make a note of the dates below when the surgery will close at 12.00pm for staff training. We will close at 12 noon on the day of training and re-open the following day at 8.00am. If you need a doctor in an emergency, please telephone NHS111.

15 May 2024

19 June 2024

10 July 2024

18 September 2024

16 October 2024



Death Certificate Process Changes

From 1 April 2024 new Government legislation will mean a change to the process that GP's use to issue a death certificate.

GP's will be required to send the details of the death and their proposed cause of death to a Medical Examiner. The Medical Examiners, who are experienced and

independent doctors, are based at the hospital and will need to approve the cause of death before we as GP's can proceed with completing and sending the death certificate to the Registrar.

The new legislation is intended to provide independent scrutiny of deaths and to enable bereaved families to ask questions or raise concerns about the cause of death. In short it is intended to support General Practices and improve services for bereaved families. To ensure that this process works smoothly and does not cause delays at such a difficult time Ash Grove Medical Centre, as with other practices across the country, have been working with the Medical Examiners to test and familiarise themselves with the new process over the last few months.

If you have any questions or concerns about this new process, please do not hesitate to contact the surgery.



COVID-19 Spring Boosters

COVID-19 is more serious in older people and in people with certain underlying health conditions. For these reasons, people aged 75 years and over, those in care homes, and those aged six months and over with a weakened immune system are being offered a spring dose of COVID-19 vaccine.

You will be offered an appointment between April and June, with those at highest risk being called in first. You will be invited to have your booster around six months after your last dose, but you can have it as soon as three months.

If you are turning 75 years of age between April and June, you do not have to wait until your birthday, you can attend when you are called for vaccination. You will be invited for your booster, your GP may offer you the vaccine or you can book using the NHS App. You can also find your [nearest walk-in vaccination site](#) from the NHS website.



Hay fever self care

Hay fever is a common allergic condition. It affects up to 1 in 5 people at some point in their life. You'll experience hay fever symptoms if you have an allergic reaction to pollen. Pollen is a fine powder released by plants as part of their reproductive cycle. It contains proteins that can cause the nose, eyes, throat and sinuses to become swollen, irritated and inflamed.

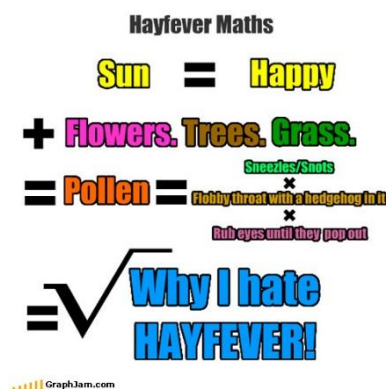
You can have an allergy to:

- Tree pollen, released during spring
- Grass pollen, released during the end of spring and beginning of summer
- Weed pollen, released late autumn

Many people find their symptoms improve as they get older.

Self-help tips:

- Wear wraparound sunglasses to stop pollen getting in your eyes when you're outdoors
- Take a shower and change your clothes after being outdoors to remove the pollen on your body
- Stay indoors when the pollen count is high
- Apply a small amount of Vaseline to the nostrils to trap pollen
- Keep windows and doors shut as much as possible
- Vacuum regularly and dust with a damp cloth
- Take regular antihistamines
- Speak to a pharmacist as they can give advice and suggest the best treatments to help with your symptoms



Patient check in

Effective immediately, we will be implementing a new protocol requiring all patients with appointments to use the check-in screen upon arrival. They will no longer be checked in at the front desk. This change is aimed at streamlining our check-in process, reducing wait times, and enhancing efficiency for both our staff and patients. Please remember to use the check-in screen upon arrival, this is intended to improve your experience with us.

Ways to contact the surgery

Did you know you can now contact the surgery via Patches??

Have you signed up to use this system??

Please visit our website for more information on how to sign up for Patches



Need advice from one of our clinicians on non-urgent healthcare issues like:

- Cold or flu like symptoms.
- Mild aches and pains
- Sore throat
- Fatigue
- New sick note

You can use our Online Consultation service for help and advice on **non-urgent healthcare issues**.

We use a service called PATCHS and this can be accessed by visiting our website and signing up.

NHS App



What does the NHS App do?

- View your GP health record
- Register your organ donation decision
- Take part in health research
- Order repeat prescriptions
- Nominate a pharmacy
- Book appointments with your GP surgery
- Book and manage hospital appointments
- Manage vaccination appointments
- Contact your GP surgery
- Receive messages and notifications

And much more...download today



Pharmacy First

The new Pharmacy First scheme means you can go and see a pharmacist about several minor illnesses and conditions you would have previously have had to see your GP about. You can visit your pharmacist for a consultation, and they will treat you and prescribe medication if necessary. If your condition is more serious you will be referred to a GP or hospital.

What conditions can you see your pharmacist about?

Under Pharmacy First, pharmacists can treat and prescribe medication for seven conditions. These conditions, and at what age, you can see the pharmacist about:

- **Earache** – 1 to 17 years
- **Impetigo** – 1 year and over
- **Infected insect bites** – 1 year and over
- **Shingles** – 18 years and over
- **Sinusitis** – 12 years and over
- **Sore throat** – 5 years and over
- **Uncomplicated UTI's** – women 16-64 years

Anyone not within these age ranges will be appropriately care navigated to the appropriate clinician.

There are many existing conditions which you have already been able to see your pharmacist about. These include:

- Aches and pains – such as back pain, headache and period pain
- Accidents – such as sprains, minor cuts and grazes
- Cold, flu and other infections – such as cough, congestion, fever and/or temperature
- Ear care – such as ear wax
- Eye care – such as conjunctivitis, styes
- Hay fever – which is not controlled by standard over the counter treatment
- Rashes
- Skin problems – such as athletes foot, cold sores or mild eczema or psoriasis
- Stomach aches – such as constipation, diarrhoea or indigestion

How to see your pharmacist

More than 10,000 pharmacies across the UK are part of the scheme – that's more than 9 out of every 10. Generally, you can just walk in to your closest or preferred one and ask for an appointment – or they will see you straightaway if there is availability. If you'd prefer, you can call and ask for a video consultation with the pharmacist.

You may also be referred to a pharmacy appointment from:

- NHS 111 – online, telephone and the NHS App
- Integrated urgent care clinical assessment services
- Urgent treatment centres
- A&E
- 999
- Your own GP

To find your nearest pharmacy and check if it is part of the scheme go to [NHS pharmacy finder](#) or just walk in.

What will happen at your pharmacist appointment?

Your consultation with the pharmacist will always be confidential and in a private place. The pharmacist will ask you questions about your health – they may need to know about your previous medical history, any allergies, any medicines you are taking, and the symptoms you are experiencing. They will ask you before checking any medical records.

For some conditions, the pharmacist may ask to have a look at what is wrong – for instance, if you have an earache, they may use an otoscope to look into your ear. The pharmacist will not use diagnostic tests to check for specific conditions – such as checking a urine sample for a UTI or swabbing your sore throat.

The pharmacist will recommend the best course of action to treat your condition – this could be that your illness is best to run its course, they may prescribe medication such as antibiotics, or if your condition is more severe, they may refer you to another health service or professional.

The notes of your consultation will be added to your medical records.

What else can you see a pharmacist about

As well as the new conditions covered under Pharmacy First and other minor illnesses, there are many other issues and topics your pharmacist will be able to help you with, these include:

- Advice on using and disposing of medicines
- Contraception
- Blood pressure checks
- Chlamydia screening and treatment
- Quitting smoking
- Cholesterol and blood sugar testing
- Drug use – including needle and syringe exchange schemes
- Help on how to manage your weight
- Some vaccinations

If your symptoms last for more than two weeks or do not get better, you should see a GP. If your symptoms are severe and you are worried, call 999 or go to your local A&E.

Stroke

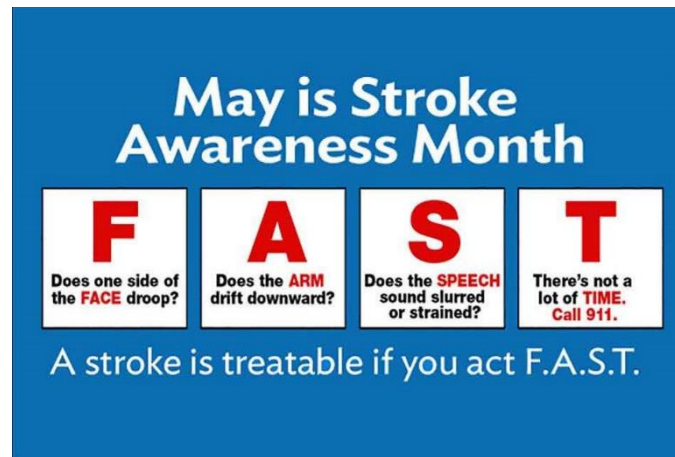
May is “Stroke Awareness” month. The main Stroke symptoms can be remembered by the word FAST:

Face – the face may have dropped on one side, the person may not be able to smile, or their mouth or eye may have drooped

Arms – the person may not be able to lift both arms and keep them there because of weakness or numbness in one arm

Speech – their speech may be slurred or garbled, or the person may not be able to talk at all despite appearing to be awake; they may also have problems understanding what you’re saying to them

Time – its time to dial 999 immediately if you notice any of these signs or symptoms



Cervical Screening Awareness Week 17 June 2024

It is so important that you attend for your Cervical Screening. We understand it can cause anxiety for some people and can be a nerve-wracking appointment, but five minutes really could save your life. Cervical Screening aims to prevent cervical cancer from developing. Its often called a "smear test" and checks the cells from your cervix, the lower part of your womb. Screening is designed to pick up any changes to these cells so that they can be monitored or treated. Without treatment, where required, the changes can sometimes develop into cervical cancer. Please book your cervical smear test when invited.

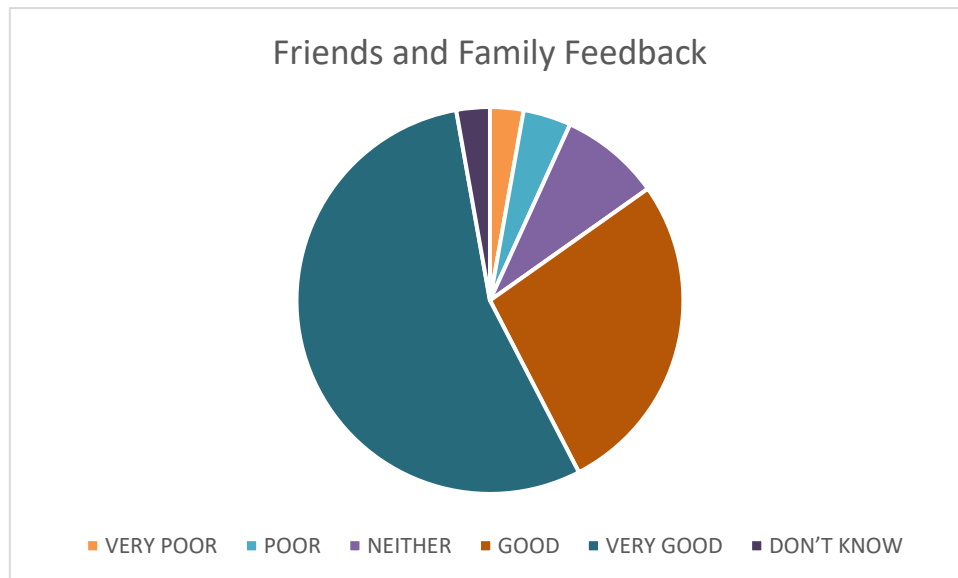


Friends and Family Feedback

Every month feedback is collated from yourselves the "patients" and feed back to the surgery. Please find below some of the feedback recently received.

- First time using the practice. So far very easy
- I did not attend this appointment because you cancelled it
- How much easier it is ,and missed my phone call but still got an appointment thank you so much
- Can never get through on phone
- Dr Dutta took immediate action for my problem and organised an X-ray plus gave calming medication to help me face the MRIscan. He listened and helped. Perfect!
- You arranged a phone call appointment. But you did not ring me for the appointment. I waited by the phone all day

- I find your staff most helpful, they listen and speak clearly, most importantly they smile
- The nurse was so kind, caring & made me feel so at ease, she explained everything to me in such detail that I felt completely settled and safe with her. Reception staff member wasn't very happy to help but apart from that a good experience
- 2 phone appointments made by you. No phone calls received



Activities in and around Wakefield

(Please see leaflet 366 days of activities for more information)

Pontefract's Big Weekend

29-30 June

There's loads happening in Pontefract on 29-30 June! During the Saturday, head to Pontefract Park **for Armed Forces Day**: military displays, arena events, the Battle of Britain Memorial Flight fly past, Veterans' Parade and loads more!

In the event, experience **Proms at Pontefract Castle**: moving melodies from West Yorkshire Symphony Orchestra followed by a spectacular fireworks finale. On Sunday, it's the return of **Musicals At The Castle** Enjoy a sensational singalong as West End singers perform your favourite musical hits live.

To find out more please visit expwake.co/PontefractBigWeekend

