

THE WHITFIELD PRACTICE**YOUR PATIENT PARTICIPATION GROUP
PPG NEWSLETTER - SUMMER 2017****Dr Brown and Dr Rooney retire**

On the afternoon of Tuesday, 28th March, the Practice held a party for Drs Sally Brown and Christine Rooney to mark their retirement. Everyone was invited. Tea, coffee and cakes were provided, and a large number of patients turned up to give their good wishes, cards and gifts to the two GP's, who will be sadly missed. Dr Michael Morris, who had retired some four years previously, was there to greet his one time patients and to wish Sally and Christine all the best for the future. Dr Brown's goodbye letter to us all is set out in full on pages 2 and 3 below.



A farewell message from both Sally and Chris, included on repeat prescription forms in April and May, is shown below:

“We were overwhelmed by the kind cards, letters and presents sent by so many patients. We feel it has been a privilege to work at the Whitfield Practice and have enjoyed the close relationships with patients. We leave with many fond memories. Thank you.”

Dr Sally Brown's farewell letter

“End of an Era (well my era anyway!)”

After 25 (and a half) years at the Whitfield Practice, I am stepping down to let my colleagues take the reins.

It has been a difficult decision to make after so many years with wonderful colleagues and patients.

When I started working in Hunslet in 1991, there were four doctors sharing two rooms. Dr Shapiro, Dr Black, Dr Morris and myself. The Practice has grown physically and in numbers of doctors and patients over the years. We have had changes of staff and doctors, but have always worked well as a team and always strived to offer a caring and efficient service to our patients.

I have got to know many individuals and families and have shared many of your difficult times as well as the better times. I have appreciated your support and concern through the birth of my daughter in 1993 and sadly the death of my husband in 2000. I value greatly, the relationships I have formed with many of you over the years.

Life as a GP has changed beyond recognition and a new and, I hope, more effective way of working will make access to medical care easier.

We are in the age of specialism and much care will be provided by health workers other than GPs. We have highly trained nurses who will look after your diabetes, heart conditions and breathing problems (COPD and asthma). This will always be in conjunction with the GPs, but the nurses' knowledge and experience is invaluable as I am sure you have discovered if you have met with Lesley and Denise. We also have a pharmacist working with the GPs and offering medication reviews, advice on medications and taking a lead on repeat medications so the system will be more efficient. Mr Ismail Khan is happy to advise or chat to you if you have concerns about your medication.

Our hardworking healthcare assistants, Bev and Joanna continue to offer expert blood taking, dressings, spirometry, blood pressure checks...and more.

I have handed over the role of Senior Partner to Dr Karl Francis. Dr Maya Mallya, Dr Arshad Rafique, Dr Iram Shahid and Dr Cordelia Oyekhan John continue to work together with Dr Francis to provide the excellent service our patients rightly expect. We have some locum doctors who are working for the Practice regularly, but may only be there one or two days a week. Dr Laura Isherwood and Dr Helin Smith may be familiar faces to some of you.

There will always be problems running a Practice to suit everyone and we have always tried to offer appointments when needed as well as routine appointments. There are times when colleagues are off sick or on holiday and it is more difficult to offer the service we would like. The doctors work very hard all day to keep up with the many demands on their time. The team need your patience and understanding at difficult times. Talking of patience and understanding, our amazing management and reception team do a difficult and stressful job trying to deal with phone calls, appointments, queries, worries and prescriptions. Please remember that they want to help you get the best from the

medical system. They know who is the best person for you to see for various problems and may need to ask a reason for your appointment so that they can book you in with the right person. This may not be a doctor.

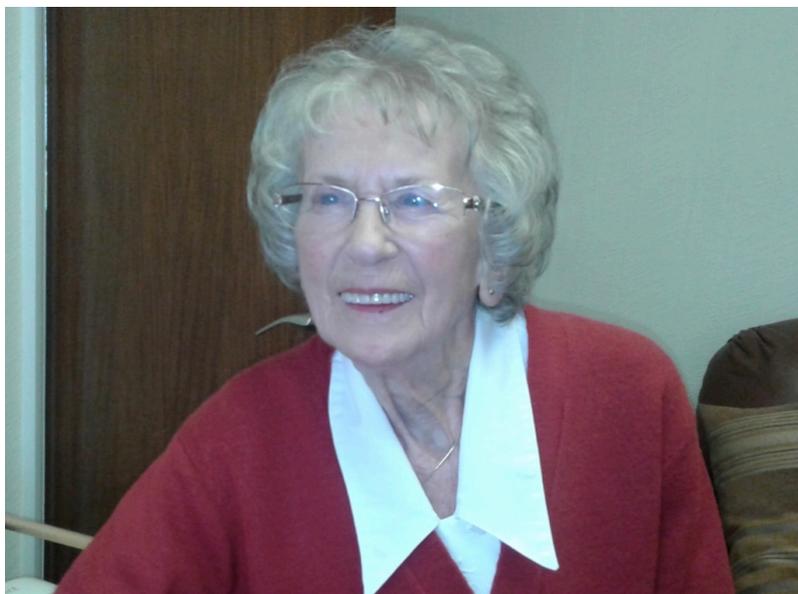
You may see me occasionally as I am around looking after nursing and residential home patients on one day a week. I will enjoy a more limited role within the practice, particularly as it means I can cycle around and leave my car at home!

Finally, Dr Rooney and I are overwhelmed by the cards, gifts, flowers and messages we have received on our retirement. Thank you all so much.

Dr Sally Brown

The Whitfield Practice's longest serving patient

On 29th of June and 11th July, PPG founder member Chris Smith visited Joyce Longley (née Burton) - the Practice's longest serving patient. These are some of her recollections



“Back in 1934 at the age of seven, I remember visiting the Doctors at Hunslet Road Surgery (Hulland House). The resident doctors were Drs Michael & Jessie Cook, and Dr Curran.

I remember going downstairs into the Surgery and sitting on the benches in the waiting room. The patients' notes were a cardboard folder with cards inside for the doctor to record your visit on. I would often say to my mum, “I'm not taking that medicine if it's not pink!”

After my appointment we would go up more steps to a large door opening out onto the street outside and leading onto Hunslet Road. I remember Whitfield Street - a very long street with lots of shops, a Co-op and the Gas Board office.

Around 1939 the Surgery moved to a new building on Low Road. Everyone was asked to suggest a new name for the practice. I often visited the Regal Cinema on Low Road, and would have to leave when the air raid siren sounded. However, I soon became brave and ignored the sirens and stayed inside watching “Flash Gordon”.

During the War at Low Road Council School, we would go “Digging for Victory”. Then we moved to Thwaite Gate - a tram ride from Hunslet. In 1978 the Surgery moved to the new Hunslet Health Centre, and a few years after that, everyone was asked to suggest a new name for the practice, and “The Whitfield Practice” was chosen.

Unfortunately today my visits to the Whitfield Practice are many, every week to be precise, but I consider myself to be a very lucky lady relying on the doctors, nurses and reception staff who care for me so much and so well.

Sincerely,

Mrs Joyce Longley.”

Patient Survey Questionnaires

On 15 separate days during during February, March, April and May some 650 patient survey forms, prepared by the Patient Participation Group, were completed by patients of the practice

The 650 results (representing about one in twelve of the Practice’s patients) were summarised and circulated to the Doctors and Practice Managers, and the written comments (all of them anonymous) were typed up and passed to the Doctors and Managers as well. In summary, 88% of patients surveyed rated their overall experience of the Practice as either “Excellent” or “Good”. In a future Newsletter, we’ll tell you what has been done in response to some of your written comments, complaints and suggestions.

A future questionnaire, to be carried out in September and October, will ask patients about their experience with repeat prescription procedures.

Hearing Loop for the hard of hearing

The Practice has purchased a Portable Loop System to help the hard of hearing. It is available at reception and in consultations. Please ask if you wish to use it. You just need to switch your hearing aid(s) to the “T” position to get the benefit of the loop.

Information from our Nursing Team

[Here are some useful notes on ‘flu, HPV, meningitis, pneumonia, shingles and whooping cough vaccinations](#)

Vaccination Schedule explained

All baby and Pre-School Vaccines are set out and explained in the “Red Book” given at birth.

Nasal Spray Flu vaccines are offered to all children 2,3 and 4 years old and school children in years one and two. (They will be given this in school).

Teenage Boosters and HPV vaccines for girls are usually given at school. We have a stock here at the surgery if they have been missed for some reason.

MenACWY (meningitis) vaccine. Children aged 13 and 14 (school year 9) will be offered the MenACWY vaccine in school as part of the routine adolescent schools programme alongside the 3 in 1 teenage booster. Students going to university or college for the first time, including overseas and mature students up to the age of 25, should contact their GP to have the MenACWY vaccine, ideally before the start of (or as soon as possible after the start of) the academic year.

Current Important Information

There have been some recent deaths due to meningitis outbreaks so we cannot stress too much the importance of ensuring you have the MenACWY single injection if you are between 13 & 25 years. Also there has been a recent outbreak of **measles** throughout Europe including the UK. If you have not had two **MMR** vaccines (measles, mumps & rubella) and are under 25 years old please see your Practice Nurse to ensure that you are covered. If unsure regarding having had MMR injections, please come and have the injection.

Flu Vaccine Clinics from September 2017. Please watch out for Clinic Dates.

A flu vaccine is available for free on the NHS for

- Anyone over the age of 65
- Pregnant women
- Children and adults with an underlying health condition (particularly long-term heart or lung disease)
- Children and adults with weakened immune systems

Pneumococcal (pneumonia) vaccine. For those who are 65 years old and over – usually only required once in a lifetime, apart from some individuals who require boosting every 5 years.

Shingles vaccine. Given at age 70 (and aged 78 & 79 year olds as a catch up).

Whooping Cough vaccine. Given to pregnant women from 20 weeks pregnant.

About the Patient Participation Group

[Here to hear your views! What it is, what it does, how to join](#)

A PPG is a group of patients who volunteer to help their Practice understand and cater for the needs of all the different categories of patients who use the Practice. The PPG can feed back the experience of patients to the Practice (for example through its patient surveys), act as a sounding board for new ideas, and help the Practice communicate with its patients (for example through this Newsletter). You don't need any special skills to join the PPG, just a wish to help improve your local health services. The Whitfield Practice PPG was formed in December 2016, and meets with the GP's, Practice Managers and the Practice Pharmacist every three months.

If you are interested in joining, please contact Julie Wilson, Practice Manager, on 0113 2705194.

Whitfield Practice contact information

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