

# NEWSLETTER

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## **NEW CLINCAL ROOMS**

Due to our growing list size, we have created three new clinical rooms on our first floor.

There is clear signage directing patients to these rooms and access is available via our stairs and lifts. If you require assistance, please speak to one of our receptionists.







## **DEFIBRILLATOR**

We have kindly been donated a defibrillator by one of our PPG Members, Bryan Thompson and his wife Lisa.

This is greatly appreciated and has been located at first floor for our new clinical rooms.

## TRAVEL VACCINATIONS

The practice has been runs a travel clinic.

We provide holiday vaccinations and malaria prevention tablets for worldwide travel and we are also a recognised UK yellow fever centre.

We can provide the following holiday vaccinations and as well as Malaria prophylaxis (prevention) tablets:

- Tetanus
- Diptheria
- Polio
- Typhoid
- Hepatitis A
- Hepatitis B
- Japanese encephalitis
- Meningitis ACWY
- Rabies
- Cholera
- Tick-borne encephalitis
- Yellow fever (certificated)

If you require further information please ask one of our receptionists or visit our travel website: <a href="https://www.yorkshiretravelmedicine.co.uk">www.yorkshiretravelmedicine.co.uk</a>







Hannah Brierley



#### STAFF NEWS

Welcome to the team..

#### Nurse, Hannah Brierley

Hannah has joined the nursing team, and will be working Mondays, Wednesdays and Fridays. She is a mum of 2 and has spent 11 years of her career in Urgent Care settings. She has a passion for nutrition and fitness, and is excited to start her career in Primary care.

#### Steve Riley

Ste has joined our nursing team as full time Practice Nurse, and comes with 20 years experience in the care sector, 15 years of which as a qualified nurse. He particularly enjoys respiratory conditions, and is excited to continue growing professionally and enhancing patient experiences at the Practice.

Before Ste started his nursing career he was a professional dancer and worked on a very well known dance show for the BBC.

## PRACTICE LEARNING TIME

Many thanks to Spellman Care for welcoming us to their beautiful Springbank Care Home in May for a Dementia Awareness training session, hosted in partnership with Dementia Friendly Keighley.

Our team thoroughly enjoyed their training and it was a pleasure to meet some of the homes lovely residents.











#### PRACTICE I FARNING TIME

The practice closes once a month at 1:00pm until 8:00am the following morning for mandatory training. We are however covered by the out of hours service during this time. If you need a doctor urgently please call the surgery on 01943 604455 and your call will be diverted to out of hours. We are closed on:-

21st January 2025, 26th February 2025, 27th March 2025, 29th April 2025, 21st May 2025, 19th June 2025, 15th July 2025, 25th September 2025

#### PATIENT PARTICIPATION GROUP

We're always looking for ways to improve our service and how patients perceive our surgery and staff. We meet every 8 weeks to discuss how we can make things better. Young or old, it's your medical practice, so why not support it and tell us what needs changing or improving?

If you'd like to join our Patient Participation Group (PPG) but can't make meetings, you can join our virtual group. We'll occasionally contact you by email or post with short surveys about things like our opening times or the quality of care you received.

Please visit our website or speak to reception for more information.



#### FACEBOOK AND INSTAGRAM

For those patients who use social media, why not follow us on our Facebook. Instagram and Twitter pages? We will keep you updated on surgery news as and when it happens! We also use these pages to advertise our COVID & Flu Vaccination Clinics.

\*Other methods also used.









#### MEDICAL STUDENTS

Did you know we are a training practice? We are affiliated with Leeds University and take Year 5 medical students. We have received the following feedback from our students...

"Brilliant placement in all aspects, Dr Cockshoot is a great teacher with understanding of the stressors and needs of a 5th year medical student"

"I will keep the confidence I have gained in talking to patients independently, knowing I am well supported if I need help"

"The teaching was extremely good, it was well delivered, focused on our areas of weakness and covered such a broad range of topics Clinical opportunities were great too, I was able to practice lots of skills and really develop my primary care consultation skills. I felt well supported but also felt very trusted by Dr Cockshoot to lead my own consultations and seek support when needed"

"It was one of my favourite placements I've had in my entirety of medical school"

## FLU AND COVID CLINIC

We will be hold a flu and covid vaccination clinic on Saturday 11th October, 8am - 6pm, as well as various dates throughout the season. We will be sending out booking information soon.







"All the staff have been extremely helpful in helping me progress with treatment"

"I've had excellent experiences with all the doctors and nurses who have amazing care for what they do"

## FRIENDS AND FAMILY TEST

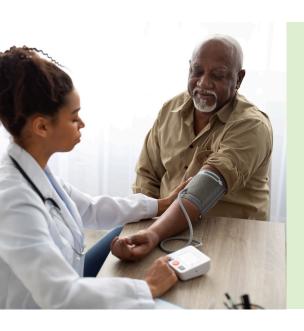
Patients are at the centre of our practice and we really want to understand your overall impression of the service you receive. When you visit one of our GPs or Practice Nurse, you may be handed a short questionnaire asking the following:

"How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?"

This questionnaire will take less than a minute to fill in, is anonymous and once completed is to be posted in the Friends and Family Test (FFT) post box situated in our reception area. Alternatively please visit our website and follow the link on the home page. The test will help us identify what makes our service great or where we need to make improvements.

"Easy to get an appointment and professional and quality service"

"A rapid and efficient service, ease of contact, prompt response every time"



## **NEW PATIENT REGISTRATIONS**

The practice welcomes new registrations. Registration is easy you can simply scan the QR Code to register online.

Alternatively, please ask one of our receptionists for a new patient registration pack.





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