

Gleadless Medical Centre Newsletter

THE SUMMER NEWS LETTER

Welcome to the Summer edition of the Gleadless Medical Centre Newsletter.



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We're staying open longer..



From July, we have doctors' appointments available to book in advance for a Wednesday evening and for every other Saturday.

This is a trial to see whether there is enough demand for doctors appointments at these times.

If you would like an appointment for one of these clinics, please ask when phoning or visiting the surgery.

New arrivals

Congratulations to Dr Conrad Sooklall who's wife gave birth to twins, Rebekah and Phoebe on the 2nd June.

Also to Dr Bev Hegde who gave birth to her son Daniel on 8th June.

Our best wishes go to both families at this exciting time!



Changes to help you

At Gleadless Medical Centre, we are constantly looking for ways to enhance our patient's experience:

- To help our patients remember their appointment, we now have a system which can send a text to our patients' mobile phone, 24 hours before their appointment. Please ensure that your mobile number is up to date in our records. If you don't want to receive these text messages, you are able to opt out of the service.
- You can obtain a number for our Three Minute Surgery by phoning the surgery between 8.30 am and 12.00 noon instead of having to call at the surgery then return later.
- The surgery premises are now open over the lunch time period.
- Our new Touch Screen allows patients to 'book in' for their appointment without having to wait to see a receptionist.
- You can now book appointments via our website. Please ask at reception for more details.
- More staff answering the telephones at busy periods.
- Improved seating and décor in the reception area.

And for the future

- We are looking at the number of telephone lines for calls into the surgery as the phone can ring engaged at busy times.
- To help our patients, we will be using the text system to inform them of health care promotions such as the flu injections.

Your comments regarding the above are welcomed

Do you have children? Did you know that the number of children who have their injections to protect them from diseases is dropping? Don't put your child at risk by not arranging their injections. Book an appointment with our nurses today!

GP Patient Survey

Did you know??

The National Patient Survey asks questions about a patient's experience when obtaining an appointment with their GP. One of the questions asked is:

Q7 - Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next 2 weekdays the GP surgery or health centre was open?

At Gleadless Medical Centre, we have put systems in place to ensure you are always able to say 'Yes' to this question. They are:

- The Three Minute Surgery
- Telephone consultations with a doctor
- Appointments which are available to be booked on the day

Please remember that it is difficult to see the doctor of your choice in these circumstances. If you are offered one of the above with any of our doctors, you are able to answer 'Yes'.

Another question in the survey asks:

Q9 - In the past 6 months, have you tried to book ahead for an appointment with a doctor? By 'booking ahead' we mean booking an appointment more than 2 full weekdays in advance.

Whilst we do find that some doctors get booked in advance, we are able to book up to 6 weeks in advance and are usually able to offer appointments within 7-10 working days.

Please remember that whilst you may not be able to have an appointment with the doctor of your choice, by offering an appointment more than 2 full weekdays in advance, you are able to answer



Dr Jez McCole made it!!

Two Sheffield doctors have completed a gruelling coast-to-coast charity challenge.

Dr Jez McCole, who chose his cycle over his car to visit patients and Dr Jim Lee, travelled from Walney on the west coast to Whitby on the east in three days to raise £2,000 for Hospice Africa. The marathon 176-mile cycle is the culmination of four years of two-wheel commuting to his practice at Gleadless Medical Centre.

Jez said: "I originally started cycling to work to keep fit and get healthier, leaving the car as much as I could. I am also diabetic so it has helped with my condition, but it has now become something of a passion." To prepare for his three-day biking challenge, Jez completed a 100-mile journey in just one day around the Peak District last weekend in aid of children's charity Action Medical Research.

The 34-year-old doctor completed the ride in nine hours passing through Dore, over Mam Tor, Buxton, the Staffordshire Moorlands and Bakewell and hopes to raise £600 for the charity.

Jez said: "I was happy with the time - before this, the furthest I had cycled was 70 miles. It was very windy and my knees really ached towards the end but it was worth it. "During the ride I had to do my best to keep my blood sugar levels up. I think with all my diabetic kit on my back I was a bit more weighed down than other people!"

Some of Jez's colleagues at Gleadless Medical Centre have followed his lead and taken to the saddle, and he added: "There are a lot more doctors using their bikes than you would think. The Royal College of GPs have been on a green kick for a while promoting low carbon and cleaner air and the message does seem to be getting through."

Jez said: "After doing the 100 mile ride we wanted the challenge of doing a longer distance staged ride.

"We chose Hospice Africa as our charity after a good friend worked for them in Uganda. This organization can bring relief from terrible pain to those suffering from AIDS related and other cancers." A big 'Thank you' to all Dr McColes' sponsors.

**LOOK OUT FOR INFORMATION ABOUT THE FLU JABS
COMING SOON!!**

*Please let us know if there are any issues you would like us to cover in the seasonal newsletter,
The Doctors and Staff at Gleadless Medical Centre.*