



THE NEWS LETTER

Welcome to the Gleadless Medical Centre Newsletter. We have been trying to think of new ways of letting our patients and staff know about all the changes and ranges of services available here at Gleadless. We thought that a free newsletter was a good place to begin and hope you agree.

CHRISTMAS OPENING TIMES	
Wednesday 24 December	08:30 - 12:30 and 13:30 - 16:00
Thursday 25 December	CLOSED - CHRISTMAS DAY
Friday 26 December	CLOSED - BOXING DAY
Sat & Sun 27/28 December	CLOSED - WEEKEND
Monday 29 December	08:30 - 12:30 and 13:30 - 18:00
Tuesday 30 December	08:30 - 12:30 and 13:30 - 18:00
Wednesday 31 December	08:30 - 12:30 and 13:30 - 16:00
Thursday 01 January	CLOSED - NEW YEAR'S DAY
Friday 02 January	08:30 - 12:30 and 13:30 - 18:00

Car Parking

You may have noticed that we have renewed the paint around the parking bays in the car park. Emergency access is required at all times for the ambulances we frequently have to call to the medical centre. Our doctors also need to be able to get out of the car park for urgent home visits at any time of the day.



We recognise that parking at the medical centre has been the source of frustration for some time and felt we needed to clarify this position. It is unfortunate that we don't have enough parking to accommodate staff, disabled, emergency and patient parking.

We cannot offer parking for patients who do not display a valid disability 'blue' badge and who use a dedicated parking bay. Staff are encouraged to use their cars less and less with several members of the team using bicycles and public transport to get to work and visit patients.



Car parking is being closely monitored and staff are being allocated specific bays on different days of the week.

The space across the middle of the car park is not for parking, even for short periods of time, due to the need for emergency access.

The yellow hatched bay to the left of the building is our emergency fire exit and must not be used as a parking space.

If you do need to drive to attend the medical centre there is parking available on local residential streets and also at the shops on Gleadless Road near the Newfield Housing Office. We very much hope that we will not have to introduce regular wheel clamping in order to maintain safe access to the building. Thank you for your understanding in this difficult matter.

A transport alternative...? Sheffield Community Transport!

<http://www.sheffieldct.co.uk>

Sheffield Community Transport (SCT) is a non-governmental organisation with charitable status. They have been providing a range of transport related services to the people of Sheffield since 1988. They offer 'Community Car', 'City Ride', 'Collective Travel' and 'Shopper Bus' schemes.

The Community Car Scheme works with volunteers who have their own cars. They help to transport people all over Sheffield who have mobility difficulties and who have problems using public transport.

This service is suitable for a wide range of activities, including travel to lunch clubs, hospital visiting, adult education classes, shopping, leisure or simply visiting friends. A low mileage charge is made to cover costs. Volunteers help you to get to your destination in a calm and unhurried way and will usually help with coats, keys and even just a helping arm to steady you on your way. If you use a wheelchair and can transfer to a car seat they can usually carry your folded chair in the car.

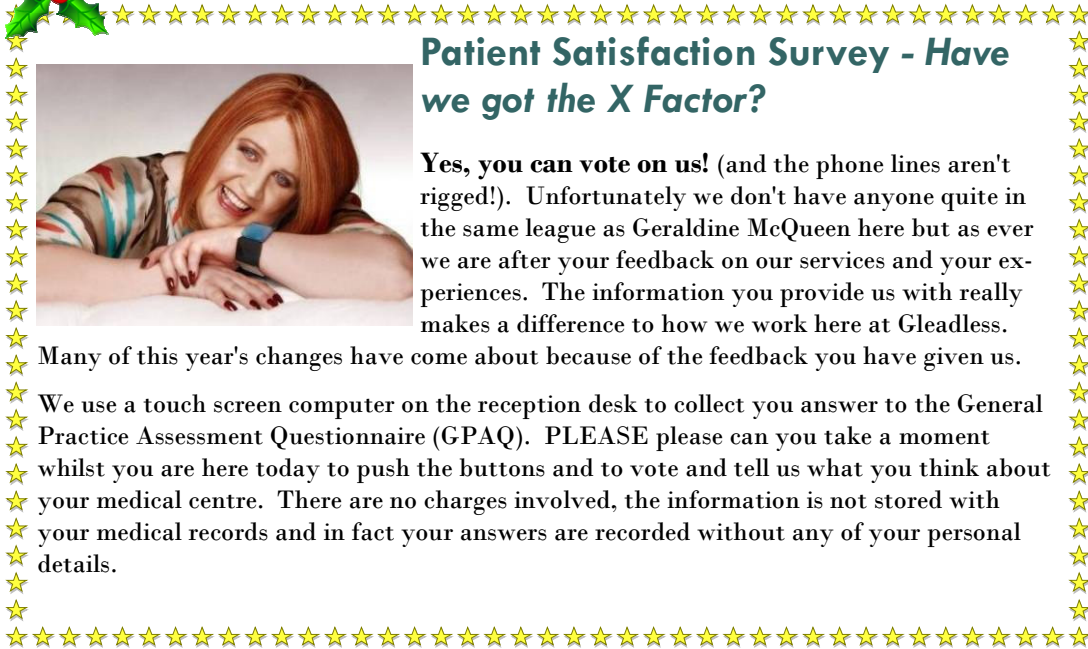
The City Ride Service is very similar to this although it is FREE and uses wheelchair accessible minibuses instead of cars. You can travel in your chair or in one of the minibus seats.



Please ask at reception for the forms to register your interest in the schemes. We would like to recommend their services to help you to access your surgery for routine medical care

we will even send the forms off for you if you leave them with us!

If a home visit is requested for routine medical care then we will often ask that you make arrangements with SCT in order to attend the surgery for a full range of health care services.



Patient Satisfaction Survey - Have we got the X Factor?

Yes, you can vote on us! (and the phone lines aren't rigged!). Unfortunately we don't have anyone quite in the same league as Geraldine McQueen here but as ever we are after your feedback on our services and your experiences. The information you provide us with really makes a difference to how we work here at Gleadless.

Many of this year's changes have come about because of the feedback you have given us.

We use a touch screen computer on the reception desk to collect your answer to the General Practice Assessment Questionnaire (GPAQ). PLEASE please can you take a moment whilst you are here today to push the buttons and to vote and tell us what you think about your medical centre. There are no charges involved, the information is not stored with your medical records and in fact your answers are recorded without any of your personal details.

New Staff

We would like to welcome Laura Millington to the Practice staff.

She will be working hard in the upstairs offices to ensure the smooth running of the Practice and that you continue to receive high quality health care from us all.

Christmas Arrangements, continued.

At anytime you can contact us or our out of hours GP service on 0845 1222 686 even if we are not open. When we are closed your call is dealt with by the out of hours GP Collaborative, staffed by GP's and nurses at their base in the Royal Hallamshire Hospital. If necessary they can arrange home visits or to bring you to the consulting rooms there. They are not however able to offer any routine medical care or repeat prescriptions.

FREE Flu Vaccinations Don't forget your Flu jab

Who can have it?

- Anyone over the age of 65 or with
- a serious heart problem such as heart failure,
- a serious asthma or chronic obstructive pulmonary disease (COPD),
- a long-term kidney or liver disease,
- Diabetes, or
- a weakened immune system as a result of an illness such as HIV (human immunodeficiency virus) or AIDS or if you are due treatment, such as chemotherapy.

Please ask at reception about receiving yours, its not too late!

World AIDS day

<http://www.worldaidsday.org/>

It was World AIDS day on December 1st 2008 and we would like to take this opportunity to remind everyone that more people are living with HIV and AIDS in the UK than ever before, with new infections every day.

HIV is a serious long term condition and we at Gleadless Medical Centre want to help any of our patients who feel they may be at risk of contracting it. We want to stop any discrimination or prejudice that this group of patients may experience when accessing health care and would like to offer our full range of services to all patients. RGN Marlene Scott is a practice nurse with a special interest in HIV infection and AIDS and is on hand to answer any questions you may have as well as to offer testing for this and other infections.

Feel free to book in with her through reception, where you won't have to give any details or reasons for the appointment.

Finally, we would like to thank all of our patients and staff for their understanding throughout 2008. Everyone has been so kind in acknowledging and helping with changes at the practice during the year. We would like to thank you all too for your patience when making appointments over the past few months. Owing to doctors being unwell recently we have had to cancel certain clinics and arrange cover for others with locum GP's. We have tried to ensure continued access to appointments but know that at times people have had to wait longer to discuss routine medical issues.

Everyone here at Gleadless Medical Centre wishes you and your families a MERRY CHRISTMAS AND HAPPY NEW YEAR FOR 2009!!

The Doctors and Staff at Gleadless Medical Centre.

