

# Calder View Surgery

## NEWSLETTER

Issue 2 Summer 2017

### PATIENT SURVEY

Thank you to all those patients who completed our recent survey. Your views on our practice really do matter and give us the opportunity to make improvements where they are most needed. The results of the survey will be available shortly, in surgery and online.

### TELEPHONE SYSTEM.



A new telephone system for the practice is imminent. This should alleviate some of the problems which patients experience at busy times. There will be an automatic queueing system letting you know your position in the queue. Our Text messaging service is also being updated.

**\* Please remember to let the surgery know if you have changed your mobile phone number\*.**

### CARE NAVIGATION

From 1<sup>st</sup> July all reception staff will have completed additional training and development in patient care. Their future titles will be 'Patient Care Coordinator'. When you ring the surgery for an appointment you will be asked to give details of your condition so that the person you are speaking to can navigate you to the professional most suited to your condition.

### PRESCRIBING AND PHARMACY

Our local Clinical Commissioning Group recently decided to stop providing certain items on prescription, including sunscreen, moisturisers and creams for minor skin conditions, multivitamins, soya and thickened infant formula. Most of these products are available at a relatively low cost from pharmacies and supermarkets. Additionally no branded medicines will be supplied where there is a generic alternative. Generic and branded medicines contain the same active ingredients and have the same clinical effect. By making these changes your local CCG will save a considerable sum of money.

### MEET THE STAFF



Dr Heather Spencer has been a GP for 21 years and enjoys working in medicine. She also has an interest in genetics and biochemistry. History is one of her favourite subjects so if she had to work outside of medicine it would probably be

as a researcher.

In her spare time she mostly enjoys being with her family and having normal days out. Her hobbies are reading and musicals (other than Andrew Lloyd Weber).

### A SHORT STORY BY ANN PICKLES, A MEMBER OF OUR PATIENT PARTICIPATION GROUP.

#### JACK

Jack was only 11 years old, small for his age but lithe. He was apprenticed to Tom a man whom he felt was much older than he (Tom was 23). Jack's father had not long since died in a mining accident, he had worked hard, bone idle hadn't figured in his vocabulary. Jack was the eldest child of 7. His mother needed the income which he brought in from his job as a chimney sweep, this he was proud to do.

Jack's days were spent in the dark, even though the sun might be shining, or it could be raining, he enjoyed the rain, he found he could remove some of the smut from his face if he looked skywards and the rain droplets landed on his small face.

The days were long, tiring and not financially rewarding. He knew as he walked along the cobbled streets of the rich and watched the smoke from their chimney's that one of these houses would probably be their next job. One thing he was sure of after a long arduous day was a warm welcome home from his Mum and siblings, oh and sometimes he was able to have a bath in the large zinc tub which was placed at the front of a blazing open fire. Being the eldest and working, he had priority as far as a bath was concerned.

It wasn't very many years later that he retired from this occupation, 1875, thanks to Lord Shaftesbury. He was happy but also sad; he now had to find another occupation for a still small boy and a hungry family.....

## STAYING SAFE IN THE SUN

**Spend** time in the shade between 11am and 3pm

**Make** sure you never burn

**Cover** up with suitable clothing and sunglasses

**Take** extra care with children. Most high street stores sell Factors 30 and 50 for young children.

**Use** at least factor 15 sunscreen for yourself

**Don't** rely on sunscreen alone to protect yourself from the sun. Wear suitable clothing and spend time in the shade when the sun's at its hottest. When buying sunscreen, the label should have: the letters "UVA" in a circle logo and at least four-star UVA protection a sun protection factor (SPF) of at least 15 to protect against UVB .

*"Even for me life had its gleams of sunshine."*

**Charlotte Bronte – Jane Eyre**

### BETTER IN KIRKLEES

'Better in Kirklees' supports you to be active and involved with the community, keeping you happier and healthier, and independent for longer. It helps you join groups and activities in your local community throughout Kirklees. It is open to a variety of people, particularly those with long term health conditions, but also those over 55 and young carers over the age of 18.

There are a variety of classes available such as art, gardening, IT, line dancing, singing, woodturning and many more. Referring patients to support groups like 'Better in Kirklees' is known as Social Prescribing and your GP or Nurse will be able to do this for you if you meet the criteria. You can find out more by visiting

[www.kirklees.gov.uk/betterinkirklees](http://www.kirklees.gov.uk/betterinkirklees)

We are still looking for a Choir Leader. If you have any experience in this area and would like to volunteer your services, for a couple of hours a week, please speak to Clare, the Practice Manager.

## STAFF NEWS

Our apprentice Health Care Assistant Rosie Beaumont will become fully qualified on 15<sup>th</sup> June 2017.

Catherine Wood our other Health Care Assistant has been chosen as one of 23 in our area to train to become a Nurse Associate which is a 2 year Foundation Degree and will be regulated by the NMC (Nursing and Midwifery Council) This is a new scheme being piloted nationwide and open to people from all backgrounds including Primary Care, Acute Trust, Mental Health, Care Homes and Community Providers.



Rosie Beaumont



Catherine Wood

Congratulations to both Rosie and Catherine!

**The Art Group** currently meets on Thursdays between 1pm and 3pm. If you are interested in joining please enquire at the Reception desk.

### COFFEE and CHAT GROUP



Come along for coffee and a chat, Wednesdays fortnightly between 10am and 12pm. This is just an informal group which will be held in the reception area. Everyone is welcome!

### FOOD FOR THOUGHT

There is no medicine like hope  
No incentive so great,  
And no tonic so powerful  
As expectation of something better tomorrow.

Orison Swett Marden 1850 – 1924

Do you have a poem or short story that you would like to be considered for a future newsletter? If so please hand it in at the desk in an envelope clearly marked **Newsletter** or send it by email to [dormor2700@gmail.com](mailto:dormor2700@gmail.com)  
Please remember to include your contact details.