



ELMWOOD PPG

Issue 2

October 2020



It is important to stay well this winter.

If you are eligible for the flu vaccine, please give the practice a call to book your vaccination. Appointments are available now.

Opening times

Surgeries & Clinics

Day	From	To
Monday	8.00am	8.00pm (6pm Meltham)
Tuesday	8.00am	8.00pm (6pm Meltham)
Wednesday	8.00am	8.00pm (both sites)
Thursday	8.00am	6.30pm (6pm Meltham)
Friday	8.00am	6.30pm (6pm Meltham)
Saturday	Closed	Closed
Sunday	Closed	Closed

Register at the practice ONLINE and benefit from:

- Online appointments
- Repeat prescriptions
- Blood results
- Access to your records
- Access to medical letters

There's a video tutorial to help you to log on and get your unique password, alternatively ask at the surgery if you need assistance.

elmwoodfamilydoctors.co.uk

Contact Us

You can go online at elmwoodfamilydoctors.co.uk

Speak to our team of professional receptionists by calling 01484 943000

Elmwood PPG

Elmwood Family Doctors
Huddersfield Road
Holmfirth
HD9 3TR
01484 943 000

Parkin Lane
Meltham
HD9 4EN
01484 943 000



Elmwood Patient Participation Group

'What is a Patient Participation Group you might wonder?'

At Elmwood we have a group of approximately 18 members who are all patients of our 2 surgeries in Holmfirth and Meltham, and convene at the Holmfirth surgery 4 times a year to discuss what improvements can be made for patients, and at the same time we are kept up to speed with changes in the practice and new appointments.

A few words from the PPG Chair....

"As a local resident of the Holme Valley for many years, and as an appreciative patient at the surgery, I wanted to volunteer to become a member of the Patient Participation Group (PPG). The big changes for 2020 include Elmwood becoming part of a wider network of 6 other surgeries, the Valleys Primary Care Network (PCN) where the hope is that facilities and services would be shared across the various sites. Also new for 2020 is the appointment of a new link worker who will be based at the surgery one day a week. Find out more inside ..."



Jane Gledhill PPG Chair

Your feedback is very much appreciated

If there is anything you would like our Patient Reference Group to look at please leave a comment at reception and your contact details and we will look into including your item in our meetings

If you would like to join the PPG and have your voice heard, please give your contact details to reception. We are currently under represented in young adults and the working population, as well as individuals from different ethnic groups



Elmwood Patient Participation Group

A NETWORK OF PRACTICES WORKING TOGETHER

Elmwood is now part of a wider network of 5 other surgeries, called The Valleys Primary Care Network (PCN) based across the Holme Valley & Colne Valley.



The other surgeries in the PCN are Oaklands, Honley, Meltham Group practice, Slaithwaite and Colne Valley.

This has the potential to benefit patients by offering more clinicians that patients can see or speak to, and extending the range of services available. Did you know you can now speak to a Physiotherapist straight away without having to see your GP first? There is now also a Link Worker working across the PCN.....

LINK WORKER APPOINTED TO WORK ACROSS THE 6 PRACTICES



The first shared service to be developed across the network is the appointment of a new link worker who will be based at each surgery one day a week.

Their role will be to assist patients, especially those who are new to the area or are feeling isolated, find suitable social or physical activities in the area through one to one help.

An appointment with Jennifer can be made through reception or by being referred by staff at Elmwood. This really is a welcome development which should enable people to find wellbeing activities that will be rewarding and enjoyable.

ELMWOOD PASSING ON EXPERTISE TO NEW DOCTORS AND OTHER HEALTH CARE PROFESSIONALS

Did you know Elmwood is a training practice?

You may have noticed when you have visited the practice, that trainees are observing our doctors and nurses. Elmwood Family Doctors are passionate about training the next generation of Doctors, Nurses and other health care professional.

All of the trainee clinicians are supervised, and each patient's consultation and outcome is discussed with a GP throughout their surgery and will always remain confidential.

Please do not hesitate to ask more questions in surgery - patients always have the opportunity to say no if you would prefer to see the clinician on your own.

COVID-19

During the Covid-19 pandemic PPG members have been happy to report that the new arrangements of telephone appointments and face to face meetings where required with clinicians in PPE have been working extremely well. If patients have any feedback please send it to Sue Johnson, HR & Patient services manager at Elmwood.

The Practice and the PPG wish all patients well at this difficult time.

DIGITAL DEVELOPMENTS

There's lots going on in terms of more and more services becoming available online or electronically.

Electronic prescriptions service

Electronic prescriptions are where prescriptions are sent directly from the GP surgery to your nominated pharmacy, eliminating the need for a paper copy. This speeds up the time it takes to receive your medication, without the need to wait at the desk to collect a paper prescription.



If you have not used electronic prescriptions before, please go online and select your nominated pharmacy, or call the surgery or your pharmacy and inform them of your nominated pharmacy.

E-Consult

The PPG is aware that the surgery is using E-Consult: an online platform which is available through the Elmwood Family Doctors website which enables patients to request advice from a doctor, get self-help information or to contact the surgery with an admin request for example to request a fit note or GP letter or to ask about recent tests. An e-consult can be completed at any time of day and will then be reviewed by the surgery by the next working day (Monday to Friday).

Remote consulting

Elmwood Family Doctors are now using Accurx; a secure, NHS approved messaging service. In view of the need for remote consulting during the Covid pandemic, when clinically appropriate, it can be used to send the surgery photos or to hold video consultations. Clinicians can also send a link via a text message to allow patients to print off health information leaflets or a fit note at home. The surgery have also been using this technology to allow patients with long term conditions to have their annual review where appropriate.

Other changes we have recently seen to technology are the release of the Airmid app which can be downloaded to your phone or PC and used to gain access to SystemOne Online, which is the clinical system used by the practice.