

# Newsletter May 2018

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## Car Parking at the Surgery:

We know that our car park can become busy at times and that patients and visitors to the surgery and pharmacy sometimes have to wait for a parking space.



However, patients are asked **not** to:

- ❖ Leave vehicles in the car park while shopping or use the car park for any other purpose not related to an appointment at the surgery. This applies either before or after their appointment.
- ❖ Park outside of the designated marked bays; park within the lines to maximise the existing number of spaces.
- ❖ Double park as this may block in a doctor and stop them attending a medical emergency.
- ❖ Park in a disabled bay without a blue badge.

If the car park is full, please find alternative parking elsewhere. Do not abandon your car.

## Yorkshire Air Ambulance (YAA) Charity:

A big thank you to patients and staff at the surgery who donated an amazing **£171.62** to Yorkshire Air Ambulance on 'Yellow Yorkshire Day' held on the 27<sup>th</sup> April!

Yorkshire Air Ambulance is an independent charity providing a life-saving rapid response emergency service to 5 million people across the whole of Yorkshire. To keep both of Yorkshire's Air Ambulances maintained and in the air, the YAA needs to raise £12,000 every single day, which is the equivalent of £4.4m a year. The generosity that they receive really is the life blood of the charity, and their interventions can often mean the difference between life and death.

To find out how you can help or get involved, visit [www.yaa.org.uk](http://www.yaa.org.uk)



OFFICIAL CHARITY

## DNA (Did Not Attend Appointments):

DNAs have an enormous impact on the healthcare system in terms of cost and waiting time.

During April, 2018, 185 patients did not show up for their booked appointment. Please help other patients and staff at the practice by cancelling an appointment you no longer need or want; we can then offer it to someone else who does need it.

Our clinical software system will automatically tell us when a patient fails to attend a booked appointment. When this happens, we usually contact the patient to ask why and to give advice on the various ways available to cancel an appointment.

### **Dementia Awareness Week:**

Dementia Action Week takes place on **21-27 May** and the Alzheimer's Society will be asking everyone to take actions big and small to improve the lives of people affected by dementia.

In the UK, one person develops dementia every three minutes. Yet too many people living with dementia face the condition alone and excluded from society.

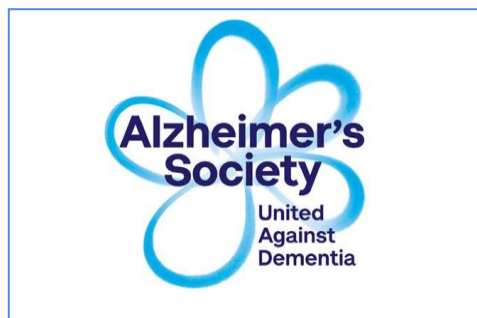
Alzheimer's Society is leading the movement for change. They are determined to create a dementia-friendly UK where people with dementia are included and supported to live the lives they want. That's why this Dementia Action Week Alzheimer's Society will be asking people to come together and take small actions that will make a huge difference.

For more information go to [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

The word 'dementia' describes a set of symptoms that may include memory loss and difficulties with thinking, problem-solving or language. These changes are often small to start with, but for someone with dementia they have become severe enough to affect daily life.

A person with dementia may also experience changes in their mood or behaviour.

Dementia is caused when the brain is damaged by diseases, such as Alzheimer's disease or a series of strokes. Alzheimer's disease is the most common cause of dementia, but not the only one. The specific symptoms that someone with dementia experiences will depend on the parts of the brain that are damaged and the disease that is causing the dementia.



### **Appointments:**

If your Doctor or Nurse is running late it is likely to be for a good reason.

Due to the nature of our work unpredictable events such as emergency telephone calls and consultations, home visits and requests for help from other staff members may have an effect on your waiting time. We ask for your understanding and patience if this occurs.

### **Patient Section:**

We would like to invite any patients registered at the practice to submit suitable items or articles for consideration and possible inclusion in the surgery monthly newsletter. Any items submitted will be published at the discretion of the practice management team. Please hand-in at reception or send items by post. Alternatively email to:

[BARNCCG.WaldersladeSurgery@nhs.net](mailto:BARNCCG.WaldersladeSurgery@nhs.net)

### **Seasonal Allergies:**

If you have had hay fever or seasonal allergy medication in the past there is no need to see a doctor.

The practice reception team will be happy to issue a repeat prescription. Please ask a member of the team.

### **Surgery Closure Dates:**

The surgery will be closed on bank holiday **Monday 7<sup>th</sup> May and 28<sup>th</sup> May, 2018**. The surgery will also close for staff training on **Thursday 3<sup>rd</sup> May, 2018** between 1pm and 4pm and **Wednesday 16<sup>th</sup> May** from 12.30pm (re-opening as usual at 8am on Thursday 17<sup>th</sup> May). For the Out of Hours Service call NHS 111.