

# PARK GRANGE MEDICAL CENTRE

## NEWSLETTER

### E-Consultation

.....

All GP practices in Bradford have recently adopted a new way to try and make speaking to a clinician easier by introducing the E-Consult service.

Patients are able to choose from a the following options:

- Self-help
- Pharmacy Advice
- General admin requests
- Sicknote requests

If patients would like advice from a clinician they can complete a short questionnaire and where relevant send a photograph about their symptoms or condition which will be sent directly to the practice.

To access the E-Consult service please follow the link below:

[Park Grange Medical Centre - Econsult \(parkgrangemc.co.uk\)](https://parkgrangemc.co.uk)



### Patient Online Access

Patient Online Access is a service that enables patients to have access to large part of their medical records. It allows you to view current medication, patient summary and patient's vaccination record. Any information that has been coded on a patients record will also be available coded information will be accessible including test results from tests a patient may have had. Repeat medications can also be requested via the Patient Online Access service.

#### Parents/Guardians:

Children under 16 years can have an Online Access account however this will be connected to their main carers account until they reach the age of 16.

To sign up for Online Access please follow the link below or discuss with a practice receptionist.

[Park Grange Medical Centre - Online Access \(parkgrangemc.co.uk\)](https://parkgrangemc.co.uk)

## Non-clinical interventions team

### Health and Wellbeing Coach

Helen is our Health and Wellbeing Coach. The purpose of Helen's role is to use health coaching skills to support patients to develop their knowledge, skills and confidence to become active participants in their care, so they are able to reach their own health and wellbeing goals. Helen works alongside our Social Prescriber and Mental Health Practitioner.

In the coming months Helen will be hosting a weekly drop-in centre inside the practice on a Wednesday 10am-12pm. However, your GP / Reception staff can also refer you to the Health and Wellbeing service for an appointment.



### Social Prescriber

Rehana is the Social Prescriber for our practice. The purpose of Rehana's role is to support patients with various social need. For example, Rehana will be able to support and signpost patients into the right direction for what they may need. Rehana will assess what support patients need, this can be physical, mental, social, and financial. Referring patients who need care and support into a range of local activities. Finding and signposting patients to local community groups and charities for those who may need it. Our Social Prescriber works alongside the Health and Wellbeing coach and the Mental Health Practitioner.

For an appointment with Rehana please discuss a referral with a clinician or practice reception staff.

### Mental Health Practitioner

As part of a new programme most practices in Bradford now have an inhouse Mental Health Practitioner. Our practice has Craig, who has previous experience in secondary mental health care. Patients can only be referred to Craig via clinicians, the Health and Wellbeing Coach or the Social Prescriber.



## Smoking cessation

Trying to quit smoking?

Every Tuesday we have a stop smoking clinic on this is run by Mohammed Idrees. If you are trying or wanting to start trying to quit smoking, please contact reception who will be able to book you in for an appointment with Mohammed our smoking cessation clinician.



## Primary Care Networks

Our practice is part of a Primary Care Network (PCN), PCN's are groupings of surgeries who aim to work together to achieve local goals to improve the level of patient care, using PCN's we can offer a wider level of services as well as different types of staff to support the practice. PCN's have been used to deliver the Covid-19 Vaccination programme and more recently to offer Enhanced Access Appointments, please see below for more information on this.

## Enhanced Access Appointments

As a practice we are now able to offer additional appointments using the new enhanced access appointments, this service is being delivered partially via our PCN, we have a range of appointments on offer, from Cervical Screening and Paediatric blood appointments as well as Paediatric GP appointments.

Appointments are also available 'Out of hours' after 18:30 for GP, Nurse, HCA and Physiotherapy.

## CLICS

CLICS or Central Locality Integrated Care Service is a service being ran within Bradford, this includes Social Prescribers/Community Connectors, an Advanced Care Practitioner/Nurse a doctor and an administrator. These roles work together to support our most vulnerable patients.

The intention is that patients who need it the most are offered, Social, Physical and Mental Health support all from one dedicated team.

## Patient Participation Group (PPG)

Now that COVID restrictions are easing off the practice is wanting to restart the PPG programme. This is formed by a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to improve the service.

The purpose of PPG is to give patients and practice staff the opportunity to meet and discuss topics of mutual interest.

Currently our practice is actively looking for patients who may want to be a part of this programme- please contact reception to discuss signing up.

## Patient feedback

Our practice has recently introduced Survey Monkey which is a short survey for patients to give their feedback on practice experience. This feedback is anonymous so patients can give their honest feedback. This is a way of improving practice experience for patients.

If you would like to leave your feedback, please scan the QR code below once completed your survey will be sent directly to the practice.



## Vaccinations

For winter 2023 our practice will be offering flu jabs as well as the following vaccinations,

- Covid Immunosuppressed Cohort
- Pneumococcal Vaccine
- Shingles

Please kindly contact the surgery to arrange an appointment for these vaccinations.

# CQC REPORT

## Park Grange Medical Centre

● Overall: Good

141 Woodhead Road, Bradford, West Yorkshire, BD7 2BL (01274) 522904

Provided and run by: [Park Grange Medical Centre](#)

People with long term conditions	29 April 2019	Good	●
Families, children and young people	29 April 2019	Good	●
Older people	29 April 2019	Good	●
Working age people (including those recently retired and students)	29 April 2019	Good	●
People experiencing poor mental health (including people with dementia)	29 April 2019	Good	●
People whose circumstances may make them vulnerable	29 April 2019	Good	●

The CQC carried out a review of the data available about Park Grange Medical Centre on 03-11-2022. The CQC have not found evidence that we need to carry out an inspection or reassess our rating at this stage. This could change at any time if the CQC receive new information. The CQC will continue to monitor data about this service.