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Moorside Surgery

Dear Patient

We are getting in touch today to let you what is happening at Moorside Surgery.

If you have tried to call us recently you may have noticed that our call waiting times have been longer and our also routine appointment wait times.

Our busiest time is 8am when our phone lines open – so please phone after 10am if you do not require an appointment.

Over the course of the last year we have been dealing with the COVID pandemic and have been forced to find new ways of working. We have continued to see patients throughout the entirety of the pandemic whilst also delivering COVID vaccinations.

Our GP's and Nurses are working every day to full capacity delivering an average of 4500 appointments per month. We are facing huge backlogs and working under intense pressure – prioritising care for those that need it most. We also have staff working remotely and like the rest of the country many staff has had to isolate following government guidance.

Our reception team are subjected to abuse daily and we would urge patients to support our team who are doing their best to deal with the increased demand. We operate a zero-tolerance policy so if you are rude to our staff you may risk being removed from our Surgery.

We are sending you some information about how our systems work and when to contact the Surgery

GP Appointments

Our GP appointments are conducted by telephone.

During the telephone consultation your GP may want to examine you and will make an appointment for you.

If you request an 'on the day/urgent appointment' – the GP will review your request and one of our team will contact you - depending upon the outcome. Please note this could also be a text message with advice.

For continuity of care we would ask that wherever possible you book a routine appointment in advance with your regular GP. If your GP is fully booked, and you cannot wait you might be offered an appointment with another GP.

Nurse and HCA Appointments

Our Nurses and HCA's are extremely busy. They deal with many long-term conditions and reviews. Some of the reviews can be done by telephone but you may be invited for blood tests and health checks.

Prescriptions

We require 72 hours' notice for prescription requests.

This enables time for our Pharmacy team to safely review and authorise your request.

We cannot guarantee a same day prescription. We would kindly request that you order prescriptions giving the required notice. Please note prescriptions are for 28 days.

If you register for our online services, you can order repeat prescriptions via this service or via the NHS App.

Alternatively, please post your prescription through our letter box located to the right of our front entrance.

For safety reasons we do not accept prescription requests over the phone.

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Sicknotes/Fit notes

Sicknotes cannot be future dated.

If you require a sicknote you will need to contact the Surgery and our reception team will send a request to the clinician.

The GP may want to review you before issuing a sicknote and our team will contact you to make an appointment.

If your sicknote has run out it can be backdated following your review if deemed appropriate.

Flu vaccinations and COVID boosters

Our flu clinics will start around the end of September.

If you are eligible to receive a vaccination you will receive an invite by text or letter.

If we invite you for a vaccine and you do not want it then please let us know.

We are still waiting for National Guidance regarding **COVID boosters** and will contact patients once we have been advised about the arrangements.

Pharmacy

Pharmacists are experts in medicine who can help you with minor health concerns.

From September we will be able to book an appointment for you to see a Pharmacist at your local Pharmacy.

Please see our website for further information or the below link to see how your pharmacy can help.

<https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/pharmacies/how-your-pharmacy-can-help/>

Viral Children

We are starting to see several children with viral illnesses at the practice. Having an unwell child can be worrying for parents. Below are 2 resources that give guidance about when to be concerned about a child that is unwell. We hope you find them helpful.

<https://what0-18.nhs.uk/>

http://www.whenshouldiworry.com/resources/When%20should%20I%20worry-Booklet_Scotland-with%2011%20service_2016.pdf

Please remember to get a COVID test for all temperatures and coughs and isolate until the result is known.

Getting back to normal

Despite many restrictions being lifted following the government's roadmap out of lockdown, please understand that your Surgery has continued to see patients throughout the entirety of the pandemic whilst also delivering COVID vaccinations.

As per Public Health England - NHS visitor guidance will stay in place across all health services including hospitals, GP practices, dental practices, optometrists, and pharmacies to ensure patients and staff are protected.

Staff, patients, and visitors will also be expected to continue to follow social distancing rules when visiting any care setting as well as using face coverings, mask, and other personal protection equipment.

It is important for the public to continue to play their part when visiting NHS and care settings to help protect our staff and patients, particularly those who may be more vulnerable to infections.

This newsletter is available on our website with all links available.

Thank you for your continued support and stay safe.

Moorside Surgery Team