

# THE SPA SURGERY

## BETWEEN APPOINTMENTS

Quarterly Newsletter: AUTUMN Issue 2

### Thank you to the PPG

Alongside all the other valuable contributions this group make we wanted to say A quick thank you too one of our PPG members who raised concerns around the flower beds in the car park – the building landlord has agreed to install a fence to reduce the risk of trips and falls!

### What have Spa done...

#### ABOUT PHONE WAIT TIMES?

We are aware that our wait times can sometimes be long, to address this we have:

- Increased the number of people in the Care Navigation team
- Introduced an automated system, which will allow you to check and cancel appointments, amongst other things, without having to wait for a care navigator.

Talk to one of our care navigators if you have any questions.

#### ABOUT VISIBILITY OF INFORMATION?

We have recently updated our website, to make information you might need easier to find. The PPG continue to help shape what's on the website and how it is laid out.

#### ABOUT STAFF DEVELOPMENT?

Congratulations to Rosie Kent for passing her Nursing Associate course, and to Lauren Champion who completed her Practice Nursing degree earlier this year.

We also have two Pharmacy Technician Apprentices who are making excellent progress on their courses.

### Missed Appointments

Our patients average 169 missed appointments every month, this is around 40hrs of GP time that could have been used by someone else.

We understand that sometimes life gets in the way and you can't make it. Please try and cancel your appointment in advance. You can use the automated check and cancel service, which is available 24/7, or use the link provided in one of the reminder messages.

### Digital Inclusion Appointments

Since May we have offered 1-2-1 appointments for you to book into to get any support you may need using our digital services.

Be this help with the NHS App, questions around what e-consults are, or even a quick demonstration of how to get around our website, the Spa team is here to help you!

Talk to one of our Care Navigators to book an appointment!

### Local Support and Community Groups



**H&DCA**  
Harrogate and District  
Community Action

## Where to Turn

Free Online Community Directory  
for the Harrogate District

Our fully searchable Where to Turn Community Directory makes it easy to access up to date information about hundreds of community activities, services and events which support good health and wellbeing.

We're here to help connect you.

[hadca.org.uk/WhereToTurn](http://hadca.org.uk/WhereToTurn)

☎ 01423 504074 ✉ [hadca@hadca.org.uk](mailto:hadca@hadca.org.uk)  
f HADCAcharity

Harrogate & Area Council for Voluntary Service Limited  
Company Limited by Guarantee Registered in England & Wales  
Company No. 7760477 Charity No. 1144758

HADCA are a (very) local charity that offer a variety of resources for those in need. They also offer volunteering opportunities for those who would like to give back to the local community.

The **Harrogate Male Vocal Choir** are looking for new members, if you are interested please visit their website:

[Join Us - Harrogate Male Voice Choir](#)

**SWIFT** – From arrival to belonging, a service providing support for people who have migrated to the UK and settled in North Yorkshire.

Call: 01423 861066

Email: [info@chainlane.org](mailto:info@chainlane.org)

**ESSENTIAL NEEDS** – supporting those in furniture poverty within the local area, contact them if you need help or want to donate something!  
Call: 01423 870040  
Email: [essentialneeds@gmail.com](mailto:essentialneeds@gmail.com)

Thank you for your continued support. **Want to get in touch?** e-mail us at [spa.surgery@nhs.net](mailto:spa.surgery@nhs.net)  
Please note medical matters and official complaints cannot be dealt with via this email address