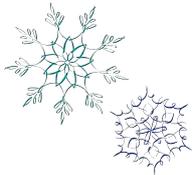




OLD HALL SURGERY



NEWSLETTER



JAN – MAR 2015



We hope you all had a wonderful Christmas and New Year.

Thank you for all the chocolates and biscuits you have sent to us. We all have to go on diets after the New Year.

This newsletter is our way of keeping our patient's informed of any changes we have to the practice and services we offer to you - the patient as well as any other useful information that we can provide.

WELCOME



Dr Laura Bland, F2 Doctor who joined us in December 2014, she will be with us for the next 4 months. Please be patient with her while she is training.

Also we would like to welcome Ruth Wilson who joined our Reception team in December. Again we ask if you can all be patient while she is in training.



GOODBYE

Dr Hannah Ribbans, F2 Doctor who left us in December 2014. She has returned to the Countess of Chester to continue her studies.

Gina Donnelly, Receptionist who has been with us for 11 years. We wish her well in her retirement and we will miss her.



IF YOU WANT AN APPOINTMENT ON THE DAY

The Practice put into place a review on how the Doctors deal with patients who request an appointment on the day in the morning. This has now been in place for the last 15 months.

This was because it had been brought to our attention of the increased demand to General Practice which the Practice can no longer meet.

If you need to see a Doctor on the same day you will have a telephone assessment with a Doctor first who will either deal with your problem over the phone OR give you an appointment to see a Doctor.

You will still be able to book an appointment in advance with the Doctor of your choice and you can book these appointments up to 3 weeks in advance.



EXTENDED HOURS

Old Hall Surgery opening times 8am to 18.30pm hrs
(8am to 6.30pm) daily Monday to Friday

If you need a non-urgent appointment due to your working hours, when we are closed please contact the

GP Extended Hours Service - 01244 385422

Evening and Saturday morning appointments

If you require an appointment early evening or Saturday morning you can book an appointment at one of the other General Practice Extended Hour's bases.

This can be made up to two weeks in advance, in the evenings and on Saturday mornings.

**Appointments are available at:-
Ellesmere Port Hospital
Monday to Friday Evening 6.30pm to 8pm
Saturday morning 9am to 12noon**



Also
Chester - Countess of Chester Health Park
Monday/Tuesday/Wednesday/Thursday/Friday 6.30pm to 8pm

Saturday mornings 9am to 12noon

Helsby - Monday and Tuesday 6.30pm to 8pm

Tattenhall - Wednesday and Friday 6.30 to 8pm

Tarporley – Thursday 6.30pm to 8pm Saturday 9am to 11am

The Extended Hours service number is [01244 385422](tel:01244385422).



PHARMACY FIRST

FOR MINOR HEALTH CONDITIONS CONSIDER VISITING YOUR
PHARMACY FIRST

YOU DON'T HAVE TO HAVE AN APPOINTMENT. YOU CAN GO
ALONG AT A TIME THAT SUITS YOU.

The re-launch scheme contains two levels of service:

Level 1 – Pharmacists and their support staff, following agreed treatment protocols, are able to provide advice and treatment for the following conditions:

- Cold and Flu
- Cough
- Diarrhoea and Vomiting
- Fever
- Management of Head Lice
- Pain
- Sore Throat
- Vaginal Thrush
- Worms



Level 2 – Accredited Pharmacists, following agreed Patient Group Directions, may also provide advice and treatment for:

- Superficial Eye Infections
- Oral Candidiasis (Thrush) in infants
- Uncomplicated Urinary Tract Infections in Women

TO FIND OUT MORE VISIT YOUR LOCAL PHARMACY OR ONLINE AT
www.westcheshireccg.nhs.uk



A Big Thank You



In October we held our Breast Cancer Awareness Campaign, we are very grateful to all staff and patients who brought in books for our book sale and those who purchased a book.

We also had a Wear It Pink Day, thanks to all staff who wore Pink!!

We raised a grand total of £280.

Keep happy and healthy. Make the right choice.

There are a range of NHS services on your doorstep.

Self-care

The best choice to treat very minor illnesses and injuries.

NHS Choices and NHS 111

If you need health advice or information about local health services, contact NHS 111 by dialing **111** or visit: www.nhs.uk.

Pharmacy Plus

For fast, effective expert advice. Your pharmacist can provide advice on common health problems and the best medicine to treat them. To find your local pharmacy visit: www.nhs.uk/chemist.

GP

Local GPs offer round the clock care 24 hours a day, 7 days a week. Ring your GP and if the surgery is closed you will be given instructions on how to contact the GP Out-of-Hours Service.

A&E - 999

A&E and 999 should only be used in a critical or life-threatening situation.

Look after yourself and Choose Well all year round.

Reduce your risk of spreading illness by:

Using a tissue for coughs and sneezes

Disposing of tissues quickly - in the toilet ideally

Regularly washing hands with soap and warm water

If you are infectious keep out of contact with others until 48 hours after symptoms have stopped.

Prepare for illnesses by visiting your local pharmacy and stocking up on essential remedies and advice. Make sure your medicine cabinet is stocked up with:

Interactive First Aid Kit.

Find out what to keep in your kit and how to use it by visiting:

www.nhs.uk/tools/pages/firstaidtoolkit.aspx

There is always pressure on A&E services, so if you feel unwell, but your case is not an emergency, please consider other ways you can get advice from your local NHS service, instead of phoning 999 or attending A&E.

Your high-street pharmacy can give expert advice and treatment for common complaints.

A thermometer

Paracetamol - Remember antibiotics don't work on colds and flu viruses or the norovirus stomach bug

Medicine to treat diarrhoea or indigestion

Antiseptic

Bandages

For more information visit:

www.westcheshireccg.nhs.uk



TELL US IF WE GAVE A GOOD SERVICE

**Have your say
to improve your
healthcare**

NHS

Did you know you can now have your say to help improve more services across the NHS?

The Friends & Family Test is about giving patients the opportunity to provide quick feedback on their care and treatment experience. It's already in use in many parts of the NHS and is expanding to a lot more.

You can say what is going well and what can be improved so that people who make decisions about local healthcare can take your views into account.

It doesn't take long and you don't need to give your details on your feedback form.

Look for details in the reception or waiting room. You can ask a member of staff how you can take part or find out more online.

The NHS Friends and Family Test
www.nhs.uk/friendsandfamily

The Friends and Family Test

We would like you to think about your recent experiences of our service.

1.

How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?

Extremely likely

Unlikely

Extremely unlikely

Don't know

2.

If we could change one thing about your care or treatment to improve your experience, what would it be?

Consent to use comment (please tick)



**INTRODUCTION TO YOUR PATIENT
PARTICIPATION GROUP MEMBERS**

Hello – I'm Joan and I have been a patient at Old Hall Surgery since I came to live in Ellesmere Port, 45 years ago. I was an Adoption Social Worker for my first 17 years here and then I was one of the clergy in the Ellesmere Port Team Parish until I retired into Great Sutton where I am now an honorary priest at St John's.

I have always been satisfied with the way this practice has been run but I responded to the invitation to join the Patient Participation Group in case I could give back something in return. If and when you read this perhaps you would be willing to come to one of our monthly meetings and "try before you buy". Please do come and meet us without any obligation and share your thoughts and ideas with us.

My name is Peter Butters and I have been a member of the Patient Participation Group at Old Hall Surgery since inception in July 2011.

I have affiliated to the surgery since moving to Ellesmere Port in 1981.

The main reason for joining is the fact that on a couple of occasions, I had had early diagnosis of potentially very serious conditions which has enabled me to make good recoveries. I have nothing but full praise for all the GP's, Practice Nurses and Receptionists that work at Old Hall Surgery.

Hello – My name is Colin Rose. I am a teacher and have been a patient at Old Hall Surgery for over thirty years.

I decided to join the Patient Participation Group because at the time of continued and ongoing changes in the NHS, I felt it was important to be better informed about these changes and to understand how this might impact on the work of the surgery and to have a voice in any response from the Patient Group.

Hello – My name is Jeffrey Fairweather. I joined the Patient Participation Group to support Old Hall Surgery by having a say in changes and decisions taken within the Practice to provide patients with the continued good care that the Practice has provided over the very many years.

Hello – My name is Rosemary Rebo. I am a patient at Old Hall Surgery and I was so impressed with the Staff at this facility that I decided to join the Patient Participation Group. I have a background in Music, Mental Health and Alternative Therapy. I am supposed to be retired but still practice Stress Relief, Relaxation Therapy and Theta Healing. I have also just published a book utilising those fields of expertise.



NHS
West Cheshire
Clinical Commissioning Group

Strains and sprains, muscle, joint pains or stiffness?

If you have had a new or recent problem, you could see a physiotherapist instead of your GP.

The physiotherapist can assess you and give you some advice on how to manage your problem or refer you for more formal physiotherapy treatment if required.

Conditions a physiotherapist could help with:

- Back pain
- Neck pain
- Sprains and Strains
- Whiplash
- Twisted ankle
- Shoulder pain
- Sports injuries
- Trapped nerves

Appointments are available at the Ellesmere Port Hospital. To see if this service is suitable for you, and to book an appointment, please call **01244 362850**.