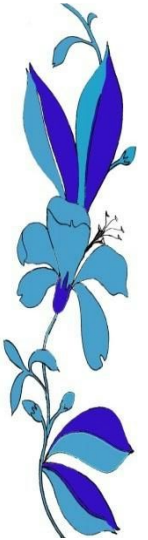
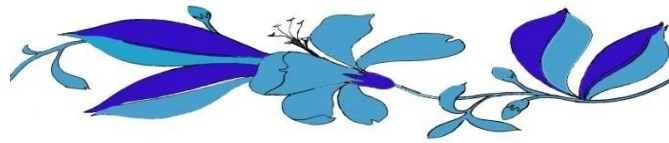


OLD HALL SURGERY

NEWSLETTER

JULY- SEPTEMBER 2015



GOODBYE

Dr Shaw – who retired in June 2015 after working as a Partner at Old Hall Surgery for the last 27 years.

Dr James – who will be returning back to the Countess of Chester Hospital in August to finish her studies.

WELCOME BACK

Dr Baker – who has been on Maternity Leave. She will be back in September 2015.

HEARING PROBLEMS

We have a Hearing Loop at Old Hall Surgery. This is located on our Reception Desk. Please ask if you need help with using it for your consultation.

TOUCH SCREEN SYSTEM

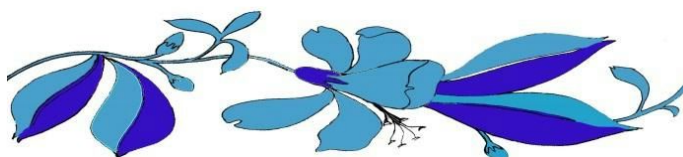
If you have an appointment with the Doctor, Practice Nurse or Blood Tests, please use the touch screen.

TEXT MESSAGE SERVICE

Please ask at reception to sign up for this service. We require an up to date mobile number to register you for this service.

Please note: this service can only be used for anyone over the age of 16.

We cannot accept the same mobile number for more than 1 person to use this service due to confidentiality.



WASTED APPOINTMENTS

We have had an increase in failed to attend appointments.

Have you cancelled any appointments you no longer require?

Please inform us if you are not attending as this is an inconvenience to other patients.

ORDERING OF REPEAT MEDICATION

This service has not changed, we still require 48 hours' notice when ordering your repeat medication.

You don't need to waste a telephone assessment with a GP just for repeat medication requests.

DON'T LEAVE ORDERING TILL LAST MINUTE.

ELECTRONIC PRESCRIBING SERVICE

You can still nominate your preferred pharmacy to use this service – just mention it to the Receptionist when you collect your prescription. This will be updated on your record and the next time you order your medication, it will be sent electronically to that pharmacy – you do not need to attend the surgery to collect the green prescription form.

Please note: you cannot use this service if you are on a controlled drug. This will be printed out and either collected by yourself or your nominated pharmacy if you have requested them to do so.

INTERNET ACCESS FOR PRESCRIPTIONS AND APPOINTMENTS

We still have the on-line access in place for both prescriptions and appointments.

If you would like to register for these services please contact the surgery who will print out passwords for you to access your Patient Accounts through our website

www.oldhallsurgery.co.uk

DO YOU USE A TABLET/KINDLE OR MOBILE TO USE FOR ORDERING PRESCRIPTIONS

You need to download the App. Type in <https://patient.emisaccess.co.uk> from your device of choice.

This will bring up the page but advises you this is only available to be used in desktop. You need to choose the desktop mode (right hand side of the page) select desktop version and you will view it as if on a laptop.

PILL/DEPO-PROVERA CHECKS

Please book in with the Practice Nurse to have these checks done, we can book up to 4 months in advance for the Nurse Appointments. Do not waste a Doctor's telephone call for a prescription as we need to do the necessary checks in the surgery.

SHINGLES VACCINATION

If you are aged 70, 78 and 79 before 1st August 2015 you are eligible to receive this vaccination. Please book an appointment with the Practice Nurse.

PNEUMONIA VACCINATION

We can also offer at this time the Pneumonia Vaccination (Pneumovax) to over 65's if you haven't already had one.

HOLIDAY VACCINATIONS

Please arrange a Telephone Consultation with the Practice Nurse who will discuss what injections are needed for your holiday abroad. They will also inform you if there will be a charge for some vaccinations. An appointment will then be made for you to have them.

FLU CLINIC

After a few issues that were raised about last year's Flu Clinic. We will be running

2 clinics on a Saturday morning in October.

At this moment in time the dates have not been confirmed.

Please ring the surgery or ask at reception from Mid-September to book an appointment.

DO NOT WAIT FOR OUR CALL AS WE ARE BUSY WITH LOTS OF OTHER CHANGES HAPPENING IN THE SURGERY.

NAMED GP

All our patients are now allocated a named GP. Your allocated Doctor may not always be available as all the Doctors at Old Hall Surgery do not work every day of the week.

This does not prevent you from seeing any Doctor in the practice as you currently do.

PATIENT ON-LINE ACCESS

You can now register to gain access to your care record.

You can only view the following information once you register

Problems

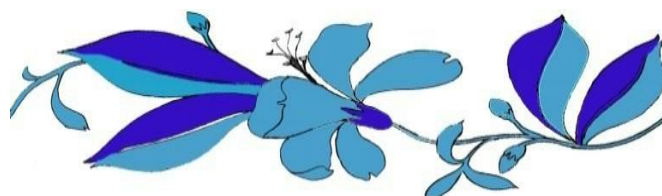
Medications

Immunisations

Allergies

This allows you to be more involved in your care, make more informed decisions i.e. can alert the Practice to medications you no longer take and understand your conditions better.

If you wish to have this access please ask at reception for a registration form.



NHS HEALTH CHECK

Everyone is at risk of developing heart disease, stroke and diabetes or kidney disease.

The good news is that these conditions can often be prevented – even if you have a history of them in your family.


We are offering this Health check to people aged between 40 – 74.

Even if you're feeling well, it's worth having this Health Check.

This health check helps to identify potential risks early. By having this check and following the advice of your health professional, you improve your chances of living a healthier life.

The health check will take about 20-30 minutes. You will be asked some simple questions. We record your height, weight, age, sex and ethnicity and we will take your blood pressure and check your cholesterol level through a simple blood test.

If you would like to book in for this check with the Practice Nurse or Health Care Assistant please ring us or ask at reception mentioning LES health check.



PLEASE MAKE YOURSELVES AWARE THAT
GENERAL ENQUIRIES ARE FROM 10AM
Monday- Friday

DIRECT ACCESS PHYSIOTHERAPY

We are now offering this service at Old Hall surgery on Tuesday morning and Thursday afternoons – Please ring or ask at reception to book an appointment.



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**.

PHARMACY FIRST



NHS
West Cheshire
Clinical Commissioning Group

Did you know that you may not need to see your GP for a number of common conditions?

You don't have to make an appointment. You can go along at a time that suits you.

If you don't have to pay for your prescriptions, you won't have to pay for your treatment.

If you or your family have got any of the conditions below your **local pharmacy** may be able to give you advice and treatment:

- Acne
- Athlete's Foot
- Cold and Flu
- Conjunctivitis
- Constipation
- Cough
- Cystitis
- Diarrhoea and Vomiting
- Eczema/Dermatitis
- Fever
- Hay Fever
- Head Lice
- Indigestion/Dyspepsia
- Impetigo
- Oral Thrush in Infants
- Pain
- Piles
- Sore Throat
- Threadworm
- Vaginal Thrush
- Warts/Verrucae

To find out more visit your **local pharmacy**



PATIENT PARTICIPATION GROUP

WOULD YOU LIKE TO BE INVOLVED IN THE OLD HALL SURGERY PATIENT REFERENCE GROUP

What Is a Patient Participation/Reference Group?

- Members of the group should be registered patients of the practice.
- A format that encourages people to engage with the NHS, at the same time as engaging in their own health care.
- Contribute to service development and decision making
- Provide services/facilities in the surgery i.e. resource library, health promotion information (where space allows)
- Help with patient surveys, and discuss results
- Health awareness events i.e. walking/cycling/swimming/knitting/reading group
- They can provide practical support for the practice.
- They can contribute to the continuous improvement of services
- Lobby local organisations, patients etc.
- Patient participation/reference groups were developed as a way to extend patient involvement.

Please provide the following information.

I am interested in joining the Patient Participation/ Reference Group

I am a registered patient at Old Hall Surgery

Name.....

Address

.....
.....

Telephone No

Mobile No.....

E-mail address.....

HOW DO YOU RATE THE SERVICE WE PROVIDE

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

Likely

Extremely unlikely

Neither likely nor 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)