

# **OLD HALL SURGERY**



# **NEWSLETTER**



**APRIL - JUNE 2016**



# RETIREMENT



Article written by Dr Birch

It is with very mixed feelings that I start to write this to mark the retirement of Sue Roberts. Sue has worked at Old Hall Surgery for over 28 years. In fact when she started in September 1977 as a receptionist, some of you will recall that we were then at 20 Stanney Lane on the corner of Vale Road.

Ten years later in 1987 Sue took over as Practice Manager. I can clearly recall going to see her presentation as part of the Practice Manager Diploma and how nervous she was.

In 2000 she facilitated the move to our current premises without a hitch. She developed and progressed and it is thanks to her dedication and efficiency that we are the well-respected organisation that we are today and this has been borne out by all inspections and visits over the years. Our most recent CQC visit resulted in a creditable 'good' assessment and this is almost wholly due to Sue's efforts.

Sue's main focus over the years has always been for the good of Old Hall Surgery and particularly the staff working with her but she has also been active in areas outside the practice in the CCG and cluster working. This has earned her the respect and friendship of her colleagues in practice management and administration alike.

For my part it has been a privilege and a pleasure to work alongside Sue over the years and it is very sad that this is coming to an end. However, on a positive side, we would all like to wish Sue every happiness in the next phase of her life which will, I am sure, be a long, active and fulfilled retirement.

Thank you for everything Sue and, of course, keep in touch.



# GOODBYE



It is with great sadness that we have to let you know that Dr Claire Baker left us at the end of March.

She has become a very valuable member of the Clinical Team and she will be sorely missed by everyone at Old Hall Surgery.

We would like to wish her well for the future.



## PHARMACY FIRST

FOR MNOR HEALTH CONDITIONS

HAVE YOU CONSIDERED VISITING YOUR PHARMACY FIRST  
YOU DON'T HAVE TO HAVE AN APPOINTMENT.

YOU CAN GO ALONG AT A TIME THAT SUITS YOU AND THEY CAN  
ADVISE YOU ON THE FOLLOWING:

Cold and Flu

Diarrhoea and Vomiting

Management of Head Lice

Red Eye/Conjunctivitis

Vaginal thrush

Cough

Fever

Pain

Sore Throat

Worms



# *SURGERY CLOSURES*

Please note that the practice will be closed  
on the following dates



Thursday 28th April 2016  
Tuesday 17th May 2016  
Wednesday 22nd June 2016



From 12 noon until 5 pm

This is protected learning time for continued staff development.

The afternoon closures enables training to be delivered to staff  
and an opportunity to share knowledge and learning to ensure  
the care provided by the practice is of the  
highest quality.

## *OUT OF HOURS MOVE TO 111*

As of 31st March 2016, the number for Out of Hours will no  
longer be available. If you feel you needs urgent medical assis-  
tance before the surgery re-opens, you need to contact 111.

Please note: All calls to 111 are free



DO YOU HAVE A NEW MOBILE PHONE  
HAS YOUR NUMBER CHANGED  
IF YES CAN YOU PLEASE INFORM THE SURGERY OF  
YOUR NEW NUMBER PLEASE

## *Referral for X-rays, Ultrasound, MRI and CT Scans*

The Countess of Chester are experiencing an increased demand for radiology referrals. Unfortunately the waiting time for both receiving an appointment and reporting of x-ray's has increased.

The approximate waiting time for an appointment for ultrasounds, MRI and CT scans is approximately 8 weeks and x-ray's are 3 weeks.

The reporting of all radiology results can take up to 4 weeks for Doctor to receive.

## *Hospital Appointments*

If you have been referred to hospital and are waiting to be sent an appointment, please be aware that the waiting lists have increased and waiting times are 3+ months for an appointment.

If you change your address or telephone number please let the hospital know so they can amend their records.

WE HAVE HAD AN INCREASE IN FAILED TO ATTEND  
APPOINTMENTS.  
HAVE YOU CANCELLED ANY APPOINTMENTS YOU NO  
LONGER NEED – PLEASE CAN YOU INFORM US IF YOU ARE  
UNABLE TO ATTEND.



**PHYSIOTHERAPY**



**ASSESSMENT**

**AND ADVICE AT OLD**

**HALL SURGERY**

DO YOU HAVE A NEW OR  
RECENT PROBLEM ASK FOR  
AN APPOINTMENT



**YOU DO NOT NEED TO  
SEE THE DOCTOR**



**WE HAVE APPOINTMENTS**

**HERE AT OLD HALL**

**SURGERY ASK AT**

**RECEPTION**



# CARER'S



You may not think you are a carer, but if you look after your mum, dad, daughter, brother, sister, aunt, uncle or even a friend who has an illness or disability you may fit into the criteria of a carer. You may also be someone who is cared for by your husband, family member or a friend.

If you fit into the category of being cared for or being a carer of someone, please help us to update our information, so we may be able to offer you any help and support that comes to our attention or is made available to us.

The practice has information in the waiting area notice boards to help you, we also receive regular newsletters which we make available to you - again available in our waiting area.

We also have carer packs which you can take home and read through and a leaflet which you have to complete and either give to the receptionist or you can post.

Can we also ask , if you no longer care for or being cared for by that person, can you please inform us so we can update our records.



# Medicines and Dehydration

## Patient Information



This leaflet is about what actions to take if you develop an illness that causes dehydration.

These actions are called 'medicine sick day rules'.

Based on an information leaflet Initially  
produced by NHS Scotland

## Who is the leaflet for?

This leaflet is for people who take the following long-term medicines. Your pharmacist, doctor, or nurse can tick your medicine(s) on this list:

- **ACE inhibitors:** a medicine for high blood pressure and heart conditions. Examples: names ending in 'pril' such as lisinopril, perindopril, Ramipril
- **ARBs:** a medicine for high blood pressure and heart conditions. Examples: names ending in 'sartan' such as losartan, candesartan, valsartan
- **NSAIDs:** anti-inflammatory pain killers. Examples: ibuprofen, naproxen, diclofenac
- **Diuretics:** sometimes called 'water pills' for excess fluid and high blood pressure. Examples: furosemide, bendroflumethiazide, indapamide, spironolactone, Metformin: a medicine for diabetes.

## Which illnesses cause dehydration?

Dehydration is the loss of fluid from your body. Vomiting, diarrhoea and fever (high temperature, sweats, shaking) can make you dehydrated. If you are sick once or have diarrhoea once, then you are unlikely to become dehydrated. Having two or more episodes of vomiting or diarrhea can lead to dehydration: in these cases, you should follow the advice on this leaflet.

## What is the problem?

Taking certain medicines when you are dehydrated can result in you developing a more serious illness.

These medicines are:

**ACE inhibitors, ARBs and NSAIDs:** if you are dehydrated, these medicines can stop your kidneys working properly.

**Diuretics:** these medicines can make dehydration more likely.

**Metformin:** dehydration can make it more likely that you will develop a serious side effect called lactic acidosis.

## What actions should I take?

If you develop a dehydrating illness, you should temporarily stop taking the medicines listed on this leaflet. It is very important that you re-start your medicine(s) once you have recovered from the illness. This would normally be after 24 to 48 hours of eating and drinking normally. When you re-start your medicines, just take them as normal: do not take extra for the doses you have missed.

## Medicine Sick Day Rules

When you are unwell with any of the following:

Vomiting or diarrhoea (unless only minor)  
Fevers, sweats and shaking.

Then stop taking the medicines listed in this leaflet.

Re-start when you are well  
(after 24- 48hrs of eating and drinking normally)

If you are in doubt, contact your Pharmacist, GP or Nurse.

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

## Old Hall Surgery



### What Is a Patient Participation 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.

### Would you like to join the Old Hall Surgery Group?

**If you would like to join the group please complete the tear off slip below and send to the Practice Manager**

.....

**Please provide the following information.**

**I am interested in joining the Patient Participation Group**

**I am a registered patient at Old Hall Surgery**

Name.....

Address .....

Telephone No .....

Mobile No.....

E-mail address.....