

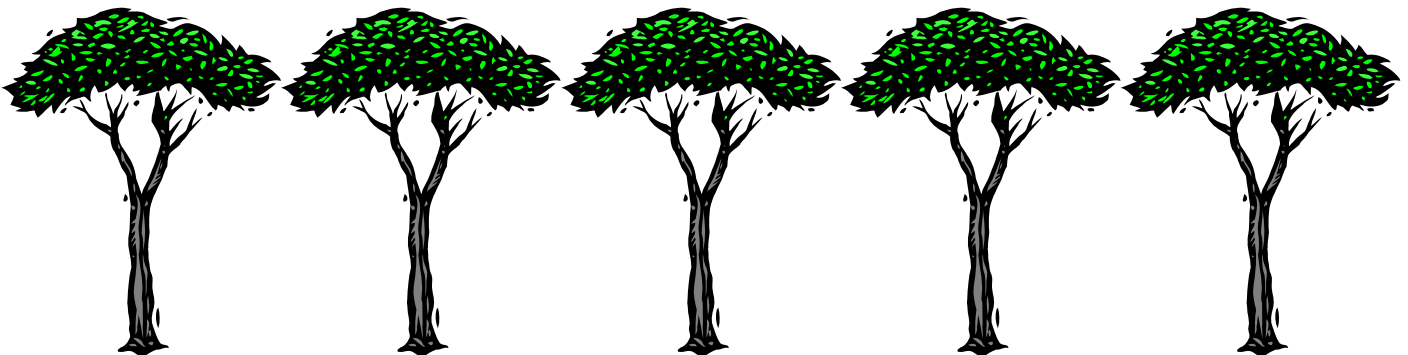
OLD HALL SURGERY



NEWSLETTER



APRIL - JUNE 2014





Dr Teresa MacCarrick - Who has been at the Practice for the last 4 months. She is returning back to the Countess of Chester Hospital to complete her studies.

WELCOME

Dr Helen Forster - Who is joining us for the next 4 months. Please make her welcome while she is training at the Practice.

PRESCRIPTIONS

Do you use internet access to order your prescriptions?

wcccg.netrepeatprescriptions@nhs.net is no longer available for you to order your prescriptions on.

We now have the on-line access in place of this e-mail address 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 THIS SERVICE

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 page) select desktop version and you will view it as if on a laptop.



TELEPHONE NUMBERS AND E-MAIL ADDRESSES

Can we ask if you have changed your telephone number (land line and mobiles) and e-mail addresses, can you please inform us of this change?

Thank-you

ELECTRONIC PRESCRIBING

You can also nominate a Pharmacy for Electronic Prescribing. This saves you having to collect your prescription from the Practice.

Please speak to Reception to nominate a Pharmacy.

ARE YOU 28+ WEEKS PREGNANT

Are you 28 weeks or more Pregnant?

Have you had your vaccination against whooping cough?

Ask at reception for an appointment.

There's a lot of whooping cough around at the moment and babies who are too young to start their vaccinations are at greatest risk.

Young babies with whooping cough are often very unwell and most will be admitted to hospital because of their illness. When whooping cough is very severe, they can die.

Pregnant women can safely help protect their babies by getting vaccinated against whooping cough (pertussis) when they are 28-38 weeks pregnant.



OLD HALL SURGERY

PATIENT PARTICIPATION GROUP



e-mail address wcccg.ppgohs@nhs.net

We would like to update you on the progress of the Old Hall Surgery Patient Participation Group. The PPG group is here to help formulate the future of general practice and the services we provide for the patients in the future changing health service and looking at the services we provide, talking about things that affect patients and the Practice. We continue to meet monthly to be involved in the future of our Health Service and in particular the GP practice.

We have a very small group of dedicated members. We really would like more members and ask that you become involved in your GP practice and in general the services you may want from GP in the future.

If you don't then we are at risk of losing the traditional Doctors surgery.

We have been notices up in the waiting room inviting people to attend and there have been a small number of patients who have expressed an interest in joining the group, but we struggle to find people who will give 1 hour a month up to keep their Doctors surgery.

The PPG group members are here for the benefit of all the patients in the Practice, more importantly the Doctors surgery is changing significantly and there are plans for a much different way in which you see your Doctor BUT we need you to be involved.

If you have e-mail access we have an e-mail address where you can provide your comments to. This will be picked up by our Patient Participation Group. We have a Chairman, we are looking for a secretary and the members who are working with us on the group will welcome any new members to join them but also welcome suggestions from people who don't particularly want to join at a particular time and this e-mail address is for you to be able to share your thoughts with us.

The e-mail address is wcccg.ppgohs@nhs.net

**GET INVOLVED OR YOU WILL LOOSE THE DOCTORS PRACTICE AS IT IS NOW AND YOU
WILL GET THE PRACTICE THE GOVERNMENT WANT YOU TO HAVE**

HAVE YOUR SAY

JOIN THE PATIENT PARTICIPATION GROUP HERE AT OLD HALL SURGERY



Children's vaccination schedule



This is a guide to when your child should be vaccinated.

If you haven't received an appointment when your child reaches the ages listed, please contact the surgery.

When to Immunise	Diseases protected against
Two months old	Diphtheria, tetanus, pertussis (whooping cough), polio and Haemophilus influenzae type b (Hib) Pneumococcal infection Rotavirus
Three months old	Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (Hib) Meningitis C (meningococcal group C) Rotavirus
Four months old	Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (Hib) Pneumococcal infection
Between 12 and 13 months	Haemophilus influenza type b (Hib) and meningitis C Measles, mumps and rubella (German measles) dose 1 Pneumococcal infection
Three years four months to five years old	Diphtheria, tetanus, pertussis and polio Measles, mumps and rubella
Around 14 years	Tetanus, diphtheria and polio Meningitis C (meningococcal group C)
12 to 13 year old girls	HPV — Cervical cancer vaccine

**The holiday season is upon us again,
Please book a telephone assessment with our
Practice Nurse on 0151 355 1191
(around 1 month before you travel),
Please be aware that there may be a charge for some of
the vaccinations you require.**

CARERS

Does the Practice know you are a Carer.

By informing the surgery you are a Carer, it will help improve the Services available to you.

Help and Support Available

- Access to a Carers Information Pack
- Refer you to Cheshire & Warrington Carers Centre
- Other useful organisations which support Carers and Families

Flu Vaccination

Carers need Assessment.

You have a right to a Carers need Assessment if you are providing regular and substantial care for someone for whom Social Services provide or could provide services.

USEFUL TELEPHONE NUMBERS

- Care Needs Assessment – contact Adult Social Care 0300 123 8123
- Cheshire & Warrington Carers Centre – 0800 085 0307 – website www.carersorg/cheshire
- Crossroads Care (provides practical support to carers) - 0151 343 1960
- Making Space (provides support with caring for someone with mental health dementia & learning difficulties) – 01925 571680

DATE FOR YOUR DIARY – Carers week 9th – 16th June 2014.

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

SELF CHECK-IN

Why wait in a queue at reception? If you want to book in your arrival to see the Dr or Nurse. Use the self check in to the left of reception. It is simple and easy to use.

- Press the “Begin” to start
- Select Male or Female
- Select the month of your birth
- Select date on which you were born between 1 and 31

The screen will then confirm your appointment and tell you which Dr or Nurse you are seeing. It will also tell you if the Doctor or Nurse is running on time.

When the Doctors are videoing surgeries for training purposes the machine will be turned off and you will have to queue but that is not regularly.

PRESCRIPTION REQUESTS
TAKE 48 HOURS TO
PROCESS – CAN WE ASK
THAT YOU DO NOT RING
THE SURGERY TO SEE
WHEN THEY ARE READY

THANK-YOU.



The Silver Line

helpline for older people

0800 4 70 80 90

**No question too big
No problem too small
No need to be alone**

information • friendship • advice

free, confidential and open 24 hours

0800 4 70 80 90

www.thesilverline.org.uk

The Silver Line is a registered charity in the UK.

Registered Charity No. 1147330 | Company No. 8000807



LOTTERY FUNDED

What is The Silver Line?

The Silver Line is the confidential, free helpline for older people, open every day and night of the year.

The statistics about older people and loneliness are frightening. More than half of all 75 year olds in the UK live alone and one in ten suffers “intense” loneliness but is reluctant to ask for help.

In a poll conducted to mark the national launch of **The Silver Line** on 25 November 2013, 9 out of 10 older people told researchers that “a chat on the phone” is the most helpful solution when they feel lonely but 1 in 4 older people say they never or rarely have someone to chat to on the phone.

But now there is a simple, free way to get information, friendship and advice by calling **0800 4 70 80 90** at any time (mobile charges may apply). From a mobile call **0300 4 70 80 90**.

What We Do

- We offer information, friendship and advice
- We signpost callers to the many, varied groups and services that exist in their communities
- We protect and support those who are suffering abuse and neglect

Who Is The Silver Line For?

The Silver Line is a helpline for older people – the Silver Generation. We have no strict age limits but most people we speak to are over 65. So, *if you think it's for you, it is for you.*

How Does It Work?

When callers ring our freefone number **0800 4 70 80 90** any time of day or night, our helpline staff will be happy to offer information or simply have a chat.

“When I get off the phone I feel like I belong to the human race”

Silver Line Friends

If callers would like to be put in touch with **Silver Line Friends**, they can receive a regular weekly friendship call. Or they may like to join a Silver Circle and take part in a regular group call on subjects that interest them. Silver Line Friends are volunteers who have contacted **The Silver Line** because they enjoy talking to older people. They are vetted and trained, and work in pairs or safeguarding and support.

Are All Calls Free?

The **Silver Line Helpline** is free to callers. Calls made by our Silver Line Friends are paid for by the charity. We rely on charitable donations from organisations and individuals who care about the welfare and safety of older people to fund this vital new service.

“I haven't spoken to anyone all day, so I just wanted to say goodnight”

Are Calls Confidential?

The **Silver Line** is a confidential helpline. Callers are free to express their feelings and describe their lives honestly, and can trust us to respect their privacy. With the callers' permission, in cases of abuse or neglect, we will involve specialist safeguarding organisations such as Action on Elder Abuse or Social Services.

✓ All calls are free ✓ All calls are confidential ✓ If you think it's for you, it is for you



DON'T FORGET
OLD HALL SURGERY WILL BE CLOSED ON FRIDAY 18TH APRIL
AND MONDAY 21ST APRIL FOR THE EASTER BREAK.

PLEASE ENSURE YOU HAVE ORDERED YOU MEDICATION
BEFORE THESE DATES AND DON'T LEAVE YOURSELF SHORT.

THANKYOU.



DON'T FORGET TO INFORM US
OF ANY CHANGES IN
MOBILE
PHONE NUMBERS
PLEASE