

OLD HALL SURGERY NEWSLETTER



January - March 2017

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.

Old Hall Surgery is a relatively small GP Practice with 5,700 patients. Following recent retirements Old Hall Surgery has had difficulties in recruiting replacement GPs. This is a common problem now, widely reported in the media, for most GP Practices across the UK. Rapidly rising workloads & longer working hours are the concerns being raised by the BMA on behalf of all GPs. In the interim period we have had to rely on the services of Locum GPs, more than usual, in order to meet patient demand for access to GP and Nurse Appointments.

We would also confirm that we have been receiving excellent help and support from both NHS England and our local West Cheshire Clinical Commissioning Group.

Dr. Alan Birch, our Senior Partner, will now retire 31st March 2017, Dr Griffiths will also be stepping down as Partner.

With this in mind we are now pleased to announce that five new GP Partners will take over the running of Old Hall Surgery and our NHS Contract from 1st April 2017. These Doctors will be Dr Tracy Shaw, Dr Emily Morton and Dr Marc England from the Whitby Practice and Dr Andy McAlavey and Dr David Thorburn from the Great Sutton Practice.

We will be recruiting further replacement Doctors in the coming months.

There will be many changes with Doctors in the coming months so please bear with us whilst we are in the recruiting period and changeover of Partners.

Thank you.

STAFF TRAINING DAYS

The surgery will be closed from
12pm - 5pm on the following
dates

Thursday 26th January 2017

Tuesday 28th February

Wednesday 29th March

TEXT MESSAGE SERVICE

Please can you update your
mobile number if you would like
to use this new service.

This service reminds you of any
appointments you have at the
surgery and also gives you the
option to reply back if you wish to
cancel your appointment.

GENERAL ENQUIRIES

Please ring after 10am if you are
enquiring about

Test Results

Renewal of sick-note requests or
acute medication

Answers to any previous questions
you have left for the GP to answer

Insurance/ Solicitors or Hospital
Appointment Enquiries

**Please note: we do not take
requests for repeat medication
over the telephone**

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 2 years.

This was because it had been brought to our attention on 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 be asked your name and a brief reason as to why you require an appointment on the day.

PLEASE NOTE: the GP's have asked their receptionists to do this

You will then be offered a wide range of services that we now have available in the area. If these are not suitable you will be offered either an appointment or a telephone assessment with a Doctor.

You are still be able to book an appointment in advance with the Doctor of your choice depending on availability and you can book these appointments up to 2 weeks in advance.



Start your smokefree life today

Call 0800 622 6968

Text 'smokefree' to 66777

Email - contact.quit51@nhs.net

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.

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



GP Extended Hours Service



Evening, Saturday & Sunday Appointments

If you require an appointment early evening, Saturday or Sunday you can book an appointment at one of the other General Practice Extended Hours bases.

This appointment can be made up to two weeks in advance.

Appointments are available at:-

Ellesmere Port Hospital

Monday to Friday Evening - 6.30pm to 9.30pm

Saturday: 9am to 2pm

Sunday: 10am – 3pm

Also

Chester - Countess of Chester Health Park

Monday/Tuesday/Wednesday/Thursday/Friday 6.30pm to 9.30pm

Saturday 9am to 2pm

Sunday 10am – 3pm

Helsby - Monday and Tuesday 6.30pm to 8pm

Neston – Monday and Thursday 6.30 to 9pm

Tarporley – Wednesday, Thursday & Friday 6.30pm to 8pm

Saturday 9am to 11am

Sunday 9am – 2pm

The Extended Hours service number is available between 8am and 6pm:

01244 385422 or call the surgery to book your appointment

This is an additional service and will not replace existing services for our patients who need to see a GP on the day or in advance or need a GP when the surgery is closed. Doctors and Practice Nurses will have limited access to patient clinical notes and WILL NOT provide chronic disease management, childhood vaccinations and IUCD (coil) fittings

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.

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

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.

For more information visit - www.westcheshireccg.nhs.uk

GET BETTER WITHOUT USING ANTIBIOTICS

This leaflet explains the need to get the right treatment for common illnesses such as coughs, colds, sore throat without encouraging antibiotic resistance.



How should I treat my cold, cough or sore throat?

The best way to treat most colds, coughs or sore throats is to drink plenty of fluids and to rest. Colds can last about two weeks and may end with a cough and bringing up phlegm. There are many over the counter remedies to ease the symptoms - paracetamol, for example. Ask your pharmacist for advice. If the cold lasts more than three weeks, or you become breathless or have chest pains, or already have a chest complaint, see your doctor.



What about my children, they're always getting coughs and colds, sore throats?

It's very common for children to get coughs, colds and sore throats, especially when they go to school and mix with other children. Ask the pharmacist for advice. If the symptoms persist and you are concerned, see your doctor but you shouldn't expect to be prescribed antibiotics.



Why should antibiotics not be used to treat coughs, colds and sore throats?

All colds and most coughs and sore throats are caused by viruses. Antibiotics do not work against infections, such as colds, caused by viruses. Viral infections are much more common than bacterial infections.



What are antibiotics?

Antibiotics are important medicines used to treat infections caused by bacteria. Bacteria can adapt and find ways to survive the effects of an antibiotic. They become 'antibiotic resistant' so that the antibiotic no longer works. The more often we use an antibiotic, the more likely it is that bacteria will become resistant to it. Some bacteria that cause infections in hospitals, such as MRSA, are resistant to several antibiotics.



Why can't different antibiotics be used instead?

They can, but they may not be as effective, and they may have more side-effects. And eventually the bacteria will become resistant to them too. We cannot be sure we will always be able to find new antibiotics to replace the old ones. In recent years fewer new antibiotics have been discovered.



How can antibiotic resistance be avoided?

By using antibiotics less often we can slow down the development of resistance. It's not possible to stop it completely, but slowing down stops resistance spreading and buys some time to develop new types of antibiotics.



What can I do about antibiotic resistance?

By only using antibiotics when its appropriate to do so. We now know that most coughs, colds and sore throats get better just as quickly without antibiotics. When they are prescribed, the complete course should be taken in order to get rid of the bacteria completely. If the course isn't completed, some bacteria may be left to develop resistance.



So when will I be prescribed antibiotics?

Your doctor will only prescribe antibiotics when you need them, for example for a kidney infection or pneumonia. Antibiotics may be life-savings for infections such as meningitis. By not using them unnecessarily, they are more likely to work when we need them.

Further information can be found on the following website: www.nhs.uk/antibiotics



PATIENT PARTICIPATION GROUP

For more details visit our website or ask at the Practice.

What does patient participation involve?

Patient participation is about patients and practices working together to:

Improve communication between GPs, practice staff and patients.

Enable patients to look after their own health, with the support of their GP and practice staff.

Discuss topics of mutual interest to the practice and its patients.

Encourage improvements within the GP practice through the adoption of change in practice or structure.

Increase patient satisfaction with the service that they receive.

Patient participation is not a vehicle for individuals to voice personal interests, resolve personal issues or to get additional personal medical service. Rather, it aims to bring about positive change to the benefit of all patients and practice staff, their GP and practice staff, adoption of a change in practice or structure.

**The next meeting has been arranged for
Tuesday 31st January 2017**

Please feel free to attend.