

A blue-tinted photograph of a snowy winter landscape. In the foreground, a large evergreen tree is heavily laden with snow. The background shows a misty or foggy scene with more trees and a snow-covered ground. The overall mood is serene and wintry.

OLD HALL SURGERY

NEWSLETTER

JANUARY- MARCH

2014

We hope you all had a wonderful Christmas and 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.

THANK-YOU

We would like to thank all our patients for the lovely gifts, cards and donations we have received from you all over the Christmas period.

WELCOME

Dr Claire Baker – who joined us in November 2013.

Dr Teresa MacCarrick - Foundation 2. She will be with us for the next 4 months, please make her feel welcome and be patient while she is training.

Practice Nurse Laura Williams – who also joined us November/December 2013.

Again we ask that you please be patient with us while they are training/ settling in. Thank you.

GOODBYE

Dr Kate Lyddon – Foundation 2. She has returned back to the Countess of Chester Hospital to continue with her studies.

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.

Eat or Heat? – For Information

The Ellesmere Port and Neston Association of Voluntary and Community Organisations in conjunction with the Ellesmere Port Food Bank and Money Advice Information Service are asking do you know anyone over 60 or a family with children who would benefit from a supply of free food. If so contact the outreach team today. See the website below for further information and/or contact advice@mais.org.uk or 0151 356 8200.

Don't forget to bring in a urine sample if you have booked in for diabetic or health screening checks



ON-LINE SERVICES



NEW APPOINTMENTS – Book your own appointment on-line (via our website)

If you would like to use this service you will need to register. You can do this at the surgery. To register you are required to provide 2 forms of identification. One that gives your current address and one with a recent photograph.

Please bring the required documents into the surgery to register and we will provide you with your log in and password.

To use this service you must be over 16 years of age.

Once you have your Appointment Log in Details you can book your appointment by following the link on the home page of the surgery website - <http://www.oldhallsurgery.co.uk/> “book an appointment”.

NEW REPEAT PRESCRIPTIONS – Order your repeat prescriptions on-line (via our website) Patient Access

To use our new on-line repeat prescription ordering system you will have to come into the practice to be allocated your log in and password.

It is the same process as registering for On-line Appointments (see above).

Once you have your Prescription Log in Details you can order your prescription by following the link on the home page of the surgery website – <http://www.oldhallsurgery.co.uk/> “Prescriptions”.

You will have access to your repeat medication screen from our computer system.

This will show you what is available for you to order on-line.

In the future we will be offering further services on-line. Please watch for notices in the surgery, the website and our newsletter.



ARE YOU USING THE RIGHT SERVICES?

Accident and Emergency Departments around the country are **in CRISIS** due to people not using the services provided to them properly.

Accident and Emergency is for true accidents and emergencies only, all other health problems should be discussed with your GP.

OLD HALL SURGERY - EXTENDED HOURS

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

If you need an appointment when we are closed on an
Evening and Saturday morning, appointments are available at the
GP Extended Hours Service - 01244 385422

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:-
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**

PHARMACY FIRST OR MINOR AILMENTS SCHEME

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 agrees 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

PHARMACY'S PROVIDING THE SCHEME IN OUR AREA ARE:

- | | |
|---------------------------------|----------------------------|
| • ASDA PHARMACY | - ELLESMERE PORT |
| • CO-OP PHARMACY, CHURCH PARADE | - ELLESMERE PORT |
| • CO-OP PHARMACY, LOXDALE | - ELLESMERE PORT |
| • CO-OP PHARMACY, OVERPOOL | - ELLESMERE PORT |
| • HOPE FARM PHARMACY | - within HOPE FARM SURGERY |
| • LLOYDS PHARMACY | - GREAT SUTTON |
| • LLOYDS PHARMACY | - WHITBY |
| • SAINSBURY'S PHARMACY | - CHESHIRE OAKS |
| • STANNEY LANE PHARMACY | - ELLESMERE PORT |
| • SUPERDRUG PHARMACY | - ELLESMERE PORT |

Please be aware that Rowland's, York Road and Boots Arcade and Coliseum, Ellesmere Port are **NOT PROVIDING** this service.

CHEMISTS AVAILABLE FOR THE MORNING AFTER PILL



BOOTS – ARCADE
BOOTS – COLISEUM
CO-OP - CHURCH PARADE
CO-OP – LOXDALE DRIVE
CO-OP – OVERPOOL ROAD
LITTLE SUTTON
LLOYDS – GREAT SUTTON
LLOYDS - WHITBY
MULCAHY (SUTTON)
ROWLANDS – HOPE FARM
SUPERDRUG



FLU VACCINATIONS

The flu campaign is due to finish at the end of January 2014 and we have a few left in stock. Please contact the surgery on 0151 355 1191 and book an appointment please.

The Criteria is:

OVER 65
ASTHMA
DIABETIC
CHD
COPD
IMMUNO SUPPRESSED
HEART/KIDNEY TRANSPLANT
CYSTIC FIBROSIS
CARE WORKERS IN HOMES
PREGNANT

X-RAY DEPARTMENT – ELLESMERE PORT HOSPITAL

01244 363043

All x-ray referrals are now being sent to the department via an electronic link. Please be aware that this process can take up to 24 hours for them to retrieve the request.

Clinics are run Monday to Friday 9.30am – 12.30pm and 1.30pm – 4.30pm.

Please contact the x-ray department on the above number 24 hours (1 day) after this referral is sent. Thank-you.

KEEP WARM, KEEP WELL

Although winter weather and snow can be fun, it is also associated with an increase in illnesses and injuries. There's more to feeling 'under the weather' than most people realise. We're all more likely to feel the chill in winter, but cold weather can lead to very serious health problems, such as heart attacks, strokes or pneumonia, and sometimes the cold weather can even kill – especially for those people who are already vulnerable because of their age, illness or disability. There are several things that you can do to help yourself to stay healthy in winter.



Colds and Flu

Colds and flu spread very easily. Young children in particular can be at risk of becoming unwell, as their immune systems are still developing. It's worth following these simple and obvious hygiene measures to reduce the risk of catching and spreading infections.

Always cover your nose and mouth with a tissue when you cough or sneeze, and encourage visitors and relatives to do the same.

Throw away used tissues as soon as possible.

Wash your hands regularly with soap and water, and use a hand sanitiser gel when you're out and about.

Stock up on over-the-counter cough and cold remedies.



Living a healthy lifestyle and Stay active

You probably know that keeping yourself as fit and healthy as you can is important all year round, but your lifestyle can make even more of a difference when it comes to keeping well in winter. We all know that exercise is good for your overall health – and it can keep you warm in winter. If you can stay active, even moderate exercise can bring health benefits.

If possible, try to move around at least once an hour. But remember to speak to your GP before starting any exercise plan.

Eat well

Eating regular meals will help to keep your energy levels up during winter.

Have plenty of hot food and drinks.

Plan your meals and keep your diet as varied as possible. Aim to include your daily five portions of fruit and veg. Remember that tinned and frozen fruit and vegetables count towards your five a day.

Stock up on tinned and frozen foods so that you don't have to go out too much when it's cold or icy.



Dress for the weather

Wear lots of thin layers – clothes made from cotton, wool or fleecy fibres are particularly good and help to maintain body heat. Wear shoes with a good grip.