



OLD HALL SURGERY



NEWSLETTER

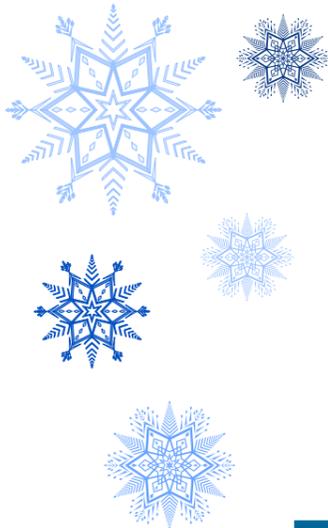


JAN - MAR



2016





WELCOME

This newsletter is our way of keeping our patient's informed of any changes we have in the practice and services we offer to you , the patient as well as any other useful information that we can provide.

THANKYOU

We hope you all had a wonderful Christmas and New Year.

Thank you for all the chocolates and biscuits you have sent to us. We all have to go on diets after the New Year.

SURGERY CLOSURES

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

Thursday 28th January 2016
Tuesday 23rd February 2016
Wednesday 16th March 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.



STAFF CHANGES



As you may have noticed recently the practice has undergone several changes in staff.

This reflects the stress related to dealing with the public and sometimes unrealistic expectations.

Some of the changes are due to the pressure of the Doctors new contract which came into effect this year and the extra workload involved.

The demand on the staff to provide a high quality service and “service with a smile” has proved to be too much for some staff; even the long serving staff are finding the job more difficult than in the past.

We ask you to be patient with us whilst we endeavour to train the new staff.

We would like to welcome Nicola Pryor and Nicola Reay to our Reception Team and Courtney Clayton who is an apprentice (junior member of staff).



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





PARKING IN OLD HALL DRIVE

It is with regret that we once again write in our Newsletter about parking in Old Hall Drive.

Whilst we appreciate that anyone who pays car tax has the right to park appropriately, we would like to ask that patients who attend the surgery show some consideration for our neighbours in Old Hall Drive.

Please do not park there if you have an appointment with either the Doctor or Nurse and even if you are just picking up a prescription as reception can often be quite busy and often it is not as quick as you may think.

When you have gone we are still here and have to live with our neighbours.



LADIES IN OUR THE PRACTICE



DEPO INJECTIONS / PILL CHECKS

Please book in with the Practice Nurse to have these checks done, we can book up to 3 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.

You will be given a reminder letter from the Nurse once you have had your contraception check, this will have a date of when you need to book in for your next appointment.

Please take this slip of paper to the reception desk before you leave, so we can assure you have your next appointment in place.

**PEER COACHES FOR PEOPLE WITH LONG TERM
CONDITIONS**

Having a long term condition, like diabetes, COPD, coronary heart disease, hypertension etc, can be difficult to cope with.

There's the medication, there's all the information and advice, there are so many appointments to remember and there are times when you may just get fed up. It can feel that no-one really understands what it is like.

We think that's very understandable and we think we might be able to help.

There are others in the same position as yourself - people who also have a long term condition - who do understand what its like to face the same challenges as you do. They do understand your problems. Most likely they face the same problems themselves. A few of these people are trained coaches. They know how to listen to you. They don't lecture, they don't preach and they don't tell you off. They are trained to support you to work through whatever problems and challenges you face. Most importantly, they are available to help you.

All you need to do is ask.

If you say you would like to meet a coach you will be introduced to one first of all to see how you get on with each other.

If you are interested in continuing you will agree when and where to meet - probably once a week for about half an hour. The coach will help you work through whatever issues you face and how best to support you to achieve what is important to you. You will probably meet weekly for between 6-12 weeks. It is a free service, provided to you individually.

If you are interested in meeting a coach we will need your permission to pass on your name and basic contact details to them. Please confirm this permission by signing below.

Name.....
Address.....
.....
Date of Birth
Signature.....
Date.....
Contact Phone Number



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

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

Keep happy and healthy. Make the right choice.
There are a range of NHS services on your doorstep.

SELF CARE

The best choice to treat very minor illnesses and injuries.

NHS CHOICES OR NHS 111

If you need health advice or information about local health services, contact NHS 111 by dialing 111 or visit:
www.nhs.uk.

PHARMACY PLUS

For fast, effective expert advice. Your pharmacist can provide advice on common health problems and the best medicine to treat them. To find your local pharmacy visit:
www.nhs.uk/chemist

GP

Local GPs offer round the clock care 24 hours a day, 7 days a week. Ring your GP and if the surgery is closed you will be given instructions on how to contact the Out-of-Hours Service.

A&E - 999

A&E and 999 should only be used in a critical or life-threatening situation.



UNFORTUNATELY, NO AMOUNT OF ANTIBIOTICS WILL GET RID OF YOUR COLD

The best way to treat coughs and colds and sore throats is to drink plenty of fluids and to rest. Colds can last around two weeks and may end with a cough and bringing up phlegm. There are many over the counter remedies to ease your 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 have a chest complaint, then see your Doctor.

Its very common for children to get coughs and colds, especially when they go to school and mix with other children.

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

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.

The Doctor will only prescribe antibiotics when you need them, for example, 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.

Antibiotic Resistance- What you need to know.

The Problem:

Antibiotics treat infections by killing bacteria, but now the bacteria are fighting back. This means that antibiotics are less effective which means more deaths and more complications for people receiving treatment in hospital.

How This Happened:

There are many reasons why antibiotics lose their effectiveness, but there are two key ones:

- Firstly, we take medicines that we don't need. Antibiotics don't help most colds or coughs get better but we still request antibiotics for them.
- Secondly, we make things worse when we don't take antibiotics exactly as prescribed for instance, missing doses.
Never save antibiotics for future use or give them to someone else.

What You Can Do:

- Don't ask for antibiotics, treat your cold and flu symptoms with pharmacist advice and over the counter medicines.
- Take antibiotic exactly as prescribed, never save them for later, never share them with others.
- Spread the word; tell your friends and family about antibiotic resistance.

Information has been taken from the Public Health England Leaflet.

Protect yourself, your family and friends against the spread of antibiotic resistance

Become an Antibiotic Guardian.

<http://www.rcgp.org.uk/~media/87495FFCC1DF4F4FA0A36397D6E050FD.ashx>





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, (please note: Lloyds—Whitby (Whitby Group Practice) and Boots—Arcade is not available to do Level 2 Service) 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

THERE IS A 8 WEEKS
WAITING LIST FOR
MRI & CT SCAN
APPOINTMENTS

CARDIOLOGY TESTS,
MRI & CT SCANS ARE
TAKING UP TO 4 WEEKS
FOR THE REPORTS TO
BE RECEIVED BY YOUR
DOCTOR



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**

WOULD YOU LIKE TO BE INVOLVED IN THE OLD HALL SURGERY PATIENT PARTICIPATION 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.

For more information

National Association of Patient Participation

N.A.P.P contact information

0870 7743666

www.napp.org.uk

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 Sue Roberts.

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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.....