

OLD HALL SURGERY NEWSLETTER



JULY–SEPTEMBER 2016

Practice Update

We are very pleased to confirm that Dr. Josephine Hutchinson will be re-joining the Practice at the end of June. Dr. Hutchinson is returning from maternity leave and will be working at Old Hall Surgery for five clinical sessions per week. We are also currently recruiting a further GP following the retirement of Dr. Sally Shaw last year.

Our Senior Practice Nurse, Kath Young is retiring in August after seventeen years of service here. We are currently recruiting a replacement Senior Practice Nurse and Kath has very kindly offered to stay on for two months to assist with a clinical handover to her successor.

We all wish Kath a long and very well deserved retirement.

Welcome also to our new Practice Manager Julie Spinks. Julie will be leading the Reception Team and supporting the Clinical Team with the healthcare of our patients.

Also welcome to Dr Huw Evans - Registrar who will be joining us in August 2016 for the next 18 months, Please be patient with him while he is training. Thank-you.

Appointments Online

From 22nd June 2016 we will be changing our appointments system to the EMIS appointments. Access to order your prescriptions and book appointments will be on the same system.

If you currently have access to order prescriptions online then you can book your appointments using the same access details from 22nd June.

If you wish to register to book appointments online then visit our website

www.oldhallsurgery.co.uk

to register or ask at reception for further details.

Text Message Reminders

Due to moving to a new appointment system we will not be able to send text message reminders to patients until July, please bear with us while we transfer our systems over.

Please check with the reception staff that your mobile number is correct.

Extended Hours Service

The Extended Hours service is available to patients who are unable to attend the surgery during core working hours due to work or caring commitments. Appointments are available to pre-book with a GP.

Please ring 01244 385422 to book an appointment at **Ellesmere Port Hospital**:

Monday to Friday Evening - 6.30pm to 9.30pm

Saturday: 9am to 2pm

Sunday: 10am - 3pm

Out of Hours Service

If you require urgent medical assistance after 6.30pm that cannot wait until the surgery re-opens at 8.00am the next working day, please contact 1-1-1.

Calls to the NHS 111 service are free from both landline and mobile and calls are recorded for your protection.

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.



Service improvements at Old Hall Surgery

Old Hall Surgery is looking to expand the range of healthcare services that we offer to all of our patients. In order to support this and to benefit from the economies of scale we are pooling some of our clinical resources and sharing some of our GP Partner resources with another Practice – Whitby (Dr. England) Practice. All patients will continue to attend their own Practices and we will have some of our GPs seeing patients at Whitby and some of the new GPs seeing our patients here at Old Hall Surgery.

This will provide significant benefits for all patients at both Practices during holiday periods and help to reduce the need to employ short term locum cover. Longer term when the new Ellesmere Port Civic Centre premises are built, in approximately four to five years time, we hope to be able to move across the road into modern, spacious and clinically “state of the art” and brand new premises.

**Please help to reduce the pressures on the NHS
and the A & E Departments**

Please do not use this instead of the Practice.

A&E Departments should only be used in a critical or life threatening situation, they provide immediate emergency care for people who show symptoms of serious illness or who are badly injured.



PATIENT TRANSPORT SERVICE

From the 1st July 2016 the new telephone number for booking a non-urgent ambulance transport is 0345 425 0050.

**PLEASE INFORM
THE SURGERY IF
YOU HAVE
CHANGED ADDRESS
OR TELEPHONE
NUMBER**

Staff Training Days

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

Thurs 28th July

Weds 24th August

Tues 27th September

REGISTER FOR SUGAR SMART



The "sugar smart app", from Public Health England, works by scanning barcodes and reveals total sugar content in cubes or grams.

The app has been developed to raise awareness of how much sugar is contained in everyday food and drink and works on more than 75,000 products, offering a quick guide to help assess purchases that may harm children's health. It is hoped that its use will help combat tooth decay, obesity and type two diabetes and encourage families to choose healthier alternatives.

Public Health England says young children are eating three times more than the sugar limit.

It's new Change4Life advertising campaign, which includes the sugar app suggests that on average, children aged four to ten years old are consuming 22kg of added sugar a year. This equates to about 5,500 sugar cubes - more than the weight of an average five year old child.

[Visit the NHS website to find out more.](#)

Pharmacy First

For Minor Health Conditions

Have you considered visiting your local 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

Cough

Diarrhoea and Vomiting

Fever

Management of Head Lice

Pain

Red Eye/ Conjunctivitis

Sore Throat

Vaginal Thrush

Worms



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.

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.

Please see the PPG Noticeboard in the reception area at Old Hall Surgery for the date of the next meeting— Please feel free to attend.