



**OLD HALL
SURGERY**

NEWSLETTER

**JULY -
SEPTEMBER
2014**





GOODBYE

Dr Nicholas Smith,
Dr Josephine Hutchinson and
Dr Helen Forster.

WELCOME

Dr Nathan Sznerch, Registrar who will be
with us for the next year.

HEARING LOOP

This is located at Reception in Old Hall
Surgery. Please ask if you need help with
using it for your consultation.

TEXT MESSAGE SERVICE

Please ask at reception to sign up for this
service. We require an up to date mobile
number to register you.

Please note: this service is for anyone over
the age of 16.

We cannot accept the same mobile
number for more than 1 person to use this
service due to confidentiality.



TOUCH SCREEN SYSTEM

Reception has become increasingly busy
dealing with complex enquiries – if you are
just booking in for an appointment with
the Doctor, Practice Nurse or Blood tests,
please use the touch screen.

HOLIDAY VACCINATIONS

Please arrange a Telephone Consultation
with the Practice Nurse who will discuss
what injections are needed for your
holiday abroad; they will also inform you if
there are any charges. An appointment
will then be made for you to have them.

ORDERING OF REPEAT MEDICATIONS

This service has not changed; we still
require 48 hour's notice when ordering
your repeat medication.

You don't need to waste a telephone
assessment with a GP just for repeat
medication requests.



We still do not except medication requests
over the telephone and we ask that you
**DON'T LEAVE ORDERING TILL LAST
MINUTE.**

ELECTRONIC PRESCRIBING SERVICE

You can still nominate your preferred
pharmacy to use this service – just
mention it to the Receptionist when you
next collect your prescription, this will be
updated on your record and the next time
you order your prescription, it will be sent
electronically to that pharmacy – you do
not need to attend the surgery to collect
the green FP10 form.

Please note: you cannot use this service if
you are on a controlled drug. This will still
be printed out and will either need
collecting by yourself or pharmacy if you
have requested them to do so.

INTERNET ACCESS FOR PRESCRIPTIONS AND APPOINTMENTS

We now have the on-line access in place 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

FOR ORDERING PRESCRIPTIONS



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.

PILL / DEPO-PROVERA CHECKS

Please book in with the Practice Nurse to have these checks, we can book up to 4 months in advance for Nurse Appointments. Do not waste a Doctor's telephone call for a prescription as we need to do the necessary checks in the surgery.

NHS PRESCRIPTION CHARGES

From 1st April 2014, NHS prescription charges in England will rise from £7.85 to £8.05 for each quantity of drug/appliance dispensed. Prescriptions pre-payment certificates (PPC) will remain the same at £29.10 for a 3 month certificate and £104 for an annual certificate. If patients are not exempt from prescription charges, PPC's offer savings for those requiring 4 or more items in 3 months or 13 or more items in any one year.

AWARD GIVEN TO OLD HALL SURGERY

Dr Shaw attended the last CCG meeting where Old Hall Surgery won an Award for 'Enabling patients to self-manage their long term conditions'.

- The award is for Clear information given about services
- Ability to manage their own long term health conditions
- Continuity of care
- Access
- Dignity and respect from their health professionals
- Cleanliness



The Doctors at Old Hall Surgery feel this is an achievement especially to their reception staff who spend a lot of time and effort calling in patients for disease checks, and to their Practice Nurses who do the enabling.

FLU CLINIC

After last year's success of running the FLU Clinic on a Saturday morning, the surgery has decided to do this again this year.



The clinic will run on

Saturday 4th October

9am – 11.45am

Please ring the surgery Mid-September to book an appointment or ask at reception.

DO NOT WAIT FOR OUR CALL AS WE ARE BUSY WITH LOTS OF OTHER CHANGES

PLEASE RING US

Or you may miss your vaccination

PNEUMONIA VACCINATION

At this time we will also be offering a Pneumonia vaccination (Pneumovax) if you haven't already had one.

SHINGLES VACCINATION

If you are **aged 70** or **aged 79** now and not received this vaccination please can you book in to see the Practice Nurse before 31st August 2014. You will not be eligible to receive this vaccination after this date.

If you are, or were **70 years old** on the 1st September or **aged 79 and 78**, you will be offered this vaccination. Please book an appointment at Reception.



TEMPORARY RESIDENTS IN THE AREA

Are you visiting the area on holiday or are staying with relatives for a few days, then we can see you here on a temporary basis if you are unwell.

Please make sure you have your GP details available and photo id with you.

Please note: If you live in Chester, Hooton, Neston or Eastham you will not be able to see our GP's as you are in travelling distance to visit your own GP.

ACCU-CHEK BLOOD MONITOR MACHINE

There is a new training manual available on how to use this machine. You can access this information online via [www.](http://www.accu-chek.co.uk/mobileproptesting)

[accu-chek.co.uk/mobileproptesting](http://www.accu-chek.co.uk/mobileproptesting).

You do not need to change your blood monitoring machine.

If you are having problems, please make an appointment with the Practice Nurse making sure you bring your machine and strips with you to the appointment and they will go through the new procedure with you.

HEALTH SCREENING CHECKS

Don't forget to bring a urine sample with you if you are having a health screen check. This is to test for sugar.





CARERS

Doctors in the area are being encouraged to identify carers and help them receive necessary support.

A carer is a person of any age, adult or child, who provides unpaid support to a partner, child, relative, or friend, who could live independently, or whose health or wellbeing would deteriorate without this help.

This could be due to frailty, disability, or a serious health condition, mental health or substance misuse.

For more information or to find out more about carers, visit the CCG website

www.westcheshireccg.nhs.uk

or collect a carer's pack from our waiting area at Old Hall Surgery.

CONFIDENTIALITY

We have had numerous calls recently from people asking for information regarding their spouse/ family members or friends.

We are not allowed to give out any information to anyone but the patient.

We, as a Practice are very proactive on our policies regarding confidentiality.



CHESHIRE CONSTABULARY - 101 SERVICE

This is the Police non-emergency number.

You should use this number to report less urgent crime or disorder, or to contact the police with general enquiries or to speak to a local officer.



For example:

- If your car has been stolen
- If your property has been damaged
- Reporting a minor traffic incident
- Where you suspect drug use or dealing
- Giving police information about a crime in your area

How does it work?

You can call 101 to contact Cheshire Police 24 hours a day, 7 days a week.

How much does it cost?

Calls from landlines and mobile networks cost 15 pence per call, no matter what time of day or how long you are on the phone.

Please always call 999 in an emergency where there is a threat to life or a crime in progress.



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, (please note: L Rowlands – York Road, Ellesmere Port not available to do Level 2 Service) 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
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TO FIND OUT MORE VISIT YOUR LOCAL PHARMACY OR ONLINE AT

www.westcheshireccg.nhs.uk