

# OLD HALL SURGERY

# NEWSLETTER



OCTOBER—DECEMBER 2016

## STAFF TRAINING DAYS

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

Thurs 20th October  
Weds 23rd November  
Thurs 15th December

## 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 sicknote 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**

## FLU VACCINATIONS

We have the flu vaccinations available now at the surgery. If you are in one of the following criteria to have this vaccination, please contact the surgery to book in for an appointment.

- Over 65
- Diabetes
- Stroke / TIA
- COPD
- Pregnant
- Carer
- Chronic Heart Disease
- Children aged 2-4 years (Nasal Flu)

## PNEUMONIA VACCINATIONS

Are you 65 and over and not had this vaccination before - you can have this done at the same time as your flu vaccination.

## SHINGLES

The Shingles vaccine is offered to

- Patients aged 70 years on 1 September 2016
- Patients aged 78 years on 1 September 2016

If you are eligible to receive this vaccination, you can also have this at the same time as your flu vaccination.

## ORDERING REPEAT PRESCRIPTIONS

Before ordering medicines from your doctor please check that you do not have supplies that you can use first.

Problems can occur so please help us to help you by following the easy steps below:

Use the tear off slip from your prescription if you are given one, please tick the items that you require when ordering. You can also order through your nominated pharmacy or order your medications online. Please ask at reception to register for online services.

Do not leave it until the last minute to ask for a repeat prescription - usually order about a week before needed. TWO working days are needed for your request to be processed. More if you are asking the chemist to order it for you.

Check the prescription carefully and only order what you need each time. If you are unsure of what you need please ask your practice for help.

If medicines are prescribed for you that you do not take any more please do not order them, but please let your doctor know

If your medical condition changes or you have medicines on your prescription that you have not used for some time your doctor may take them off your prescription. This does not mean that you can not have them again, but it may be harmful if you suddenly started taking them again without seeing your doctor first.

If you have recently been in hospital, your medicines may have been changed. The hospital will give you a list of the medicines they want you to take when you get home. Make sure that you show this to the surgery when you ask for your next repeat prescription.

Whatever your medicines are for you will need to see your doctor occasionally for a “medication review”. This allows your doctor to check that your medicines are working and allows you to ask any questions you may have about your medication. Your doctor will tell you when you need to come in.



# 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.

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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.

## CARERS TALK

The next meeting has been arranged for 1.11.2016 at Old Hall Surgery through our PPG group.

Everyone is welcome to attend – meeting to start at 6.30pm.

# CARER SUPPORT GROUPS



[What is a support group?](#)

The support group is an opportunity to drop in and join some like minded people. We will take part in sharing information, motivating each other and inspiring one another to cope and manage our caring roles. We will do this by team effort and introducing external partners to work alongside us giving us opportunities to learn on our journey.

[Who Is The support group For?](#)

If you live in or near Ellesmere Port & Neston and care for either your spouse, partner, family member or friend and would like to attend any of our group days please contact Carol Boyle - 07747152435  
carolb@cheshireandwarringtoncarers.org

Neston Caring with confidence courses will be held at Neston Surgery Mellock Lane on the following dates

Wednesday 28th September

Wednesday 5th October

Wednesday 12th October

Wednesday 19th October

We start at 9.30 and finish at 12



Cheshire and Warrington Carers Centre is a Registered Charity, Number 1092606 and a Company Limited by Guarantee, Number 4172914



## Carer Support Group Ellesmere Port & Neston

Hosted by


Support Group Co ordinator


Cheshire and Warrington Carers Centre

carolb@cheshire and warringtoncarers.org

07747 152435



<u>DATE</u>	<u>VENUE</u>	<u>ACTIVITY</u>
Thursday 25th Aug 2016 10-12	Trinity Methodist Church Ellesmere Port	Information of Services from " The Hub "
Please note in some	Circumstances activities	Might have to change
Thursday 29th Sept 2016 10-12	Trinity Methodist Church Ellesmere Port	Cheshire Fire & Rescue/ Pharmacist TBC
Thursday 27th Oct 2016 10-12	Trinity Methodist Church Ellesmere Port	Guest speaker from DWP information and advice presentation
Thursday 24th Nov 2016 10-12	Trinity Methodist Church Ellesmere Port	Guest speaker from CWP information of services for carers
Date Change Wednesday 14th Dec	VENUE tbc	Christmas Soiree 

<u>DATE</u>	<u>VENUE</u>	<u>ACTIVITY</u>
Tuesday 16th Aug 2016 1012	Neston Community Centre	Home Energy information
Please note in some	Circumstances activities	Might have to change
Tuesday 20th Sept 2016 10-12	Neston Community Centre	Cheshire Fire & Rescue/ Pharmacist TBC
Tuesday 18th Oct 2016 10-12	Neston Community Centre	Guest speaker from DWP information and advice presentation
Tuesday 15th Nov 2016 10-12	Neston Community Centre	Guest speaker from CWP information of services for carers
Date Change Wednesday 14th Dec	VENUE tbc	Christmas Soiree 

**OLD HALL SURGERY  
CHRISTMAS & NEW YEAR OPENING TIMES**

**MONDAY 19.12.16 TO FRIDAY 23.12.16 - OPEN AS NORMAL  
(8AM—6.30 PM)**

**SATURDAY 24.12.16 TO TUESDAY 27.12.16 - CLOSED**

**WEDNESDAY 28.12.16 TO FRIDAY 30.12.16 - OPEN AS NORMAL  
(8AM—6.30PM)**

**SATURDAY 31.12.16 TO MONDAY 02.01.2017 - CLOSED**

**RE-OPEN AS NORMAL FROM TUESDAY 03.01.2017**

**Please make sure you don't leave ordering your medication  
last minute.**

**Thank you.**