



OLD HALL SURGERY

NEWSLETTER

APRIL - JUNE 2009

APPOINTMENTS

Dr Birch, Phipps and Shaw ask that you be aware that all the Practice Doctors have 10 minutes for all consultations in line with government guidelines.

This is not a very long period of time and some health problems are complex.

Wherever possible the Doctors try to keep to time but this is not always possible.

We are concerned not to take up the time of the next patient waiting by overrunning so in some cases your Doctor may ask you to make a further appointment in order to be able to deal with your problem properly. This is particularly likely if you are asking for more than one problem to be dealt with.

We ask you to remember you may be the next patient who is kept waiting because the Doctor is trying to deal with too many problems

CHANGE OF ADDRESS / TELEPHONE NUMBERS

If you are under the care of the hospital or other service provider and change your address you will need to let them know so that any future appointments will be sent to your new address.

You also need to let the surgery know any change of address, name or telephone number so that we can update your records.

STOP SMOKING SUPPORT

National Stop Smoking Day was held on Wednesday 11th March 2009, and we are still getting a demand from our patient's to make appointments for our clinics where you would get help and support to stop smoking.

We hold "**Stop Smoking Clinics**" at the surgery on a Tuesday afternoon, but the nurse can arrange to see you on other days and at other times if needed.

Ask at reception for an appointment or for the contact number to arrange outside support, where you can be given advice and support in the form of patches, gum or tablets, or just help and support.

FOR WOMEN ONLY
PREGNANCY

If you have had a positive urine pregnancy sample either through Pharmacy or Home testing, you do not require an appointment with the Doctor.

Please see Reception and inform them that you are pregnant and require a maternity pack. The receptionist will forward your details to the Midwife who will then contact you to arrange an appointment.

Please note – Antenatal Clinics are no longer run through the surgery, please contact the Sure Start Clinics around the area if you require information regarding you pregnancy, the telephone numbers should be included in your maternity pack or can be obtained from Reception.

PATIENT SATISFACTION SURVEY

Dr's Birch, Phipps and Shaw would like to thank all the patients who completed the satisfaction survey during October/November 2008.

We appreciate your time in commenting on the service provided by Old Hall Surgery.

We take the results of the survey very seriously and all your comments are discussed by all the practice staff.

We have put some information from the survey together which is in our waiting area, were you can read through the report while waiting for a Doctor/ Practice Nurse Appointment or take a copy home with you. We hope you find the results helpful and interesting.

Thank you once again for participating.

HPV VACCINE UPDATE

This is a new vaccination to help protect you against cervical cancer. The Practice at present is offering the vaccination to all 17 and 18 years old girls.

Cervical cancer affects the cervix (the entrance to the womb) and is caused by a virus called the human papillomavirus or HPV.

The vaccine that you are being offered protects against the two types of the virus that cause most cases (over 70%) of cervical cancer. By having the vaccination you will reduce your risk of getting cervical cancer when you are older.

You will need three injections over a six month period to get the best protection so it is important that you have all three doses. Please make an appointment with the Practice Nurse who will be able to give you the injection or answer any questions regarding the vaccine.

HOLIDAY TIME

The holiday season is upon us again. Please make sure that if you are travelling off to foreign parts that you are up to date with vaccinations.

If you are going further a field then you may require a course of vaccines so please book in with the practice nurse well in advance.

If you get a late booking do ask for an appointment with the nurse as she can get you started on your course and she will be able to offer you health and travel advice on your holiday.

Enjoy your holiday and see our nurse to be prepared.

EXTENDED HOURS SERVICE

If you would like a routine appointment outside of the normal surgery hours, our own practice has a Doctor available at Ellesmere Port Hospital on Wednesday Evenings 6.30 to 8.00pm and Saturday Mornings 10.00am to 12.00 noon.

We can book this for you and let you know when your appointment is or you can call the Extended Hours Service direct to arrange this yourself if that is more convenient on 01244 364700.

However, if this isn't convenient, we can book an appointment at one of the other Western Cheshire Extended Hours bases. This can be made up to two weeks in advance, in the evenings and on Saturday mornings.

Appointments are available between 6.30 – 8.00pm Monday to Friday and 10.00am – 12noon on Saturdays mornings.

- St Martin's Clinic Chester – Monday to Friday and on Saturday morning
- Ellesmere Port Hospital – Monday to Friday and on Saturday mornings
- Helsby – Monday and Tuesday
- Tattenhall – Wednesday Thursday Friday and on Saturday mornings

Doctors and Practice Nurses will have limited access to patient clinical notes and will not be able to provide chronic disease management, childhood vaccinations and IUCD (coil) fitting.

Patients requiring an appointment can ring between

8am and 6pm on 01244 364700

PNEUMOCOCCAL DISEASE / PNEUMOVAX VACCINE

Pneumococcal disease is the term used to describe infections caused by the bacterium *Streptococcus pneumoniae*. Pneumococcal infection causes a broad range of disease in older people. It is the most common cause of serious pneumonia. As well as infecting the lungs, pneumococcal bacteria can infect the blood stream.

This type of infection is called invasive pneumococcal disease (IPD). It is responsible for causing the more serious consequences of pneumococcal infection such as septicaemia (blood poisoning), meningitis or a more serious form of pneumonia which are more likely to lead to death than non invasive infections.

Streptococcus pneumoniae is becoming increasingly resistant to antibiotics in the UK and worldwide and pneumococcal disease becomes harder to treat because of this resistance, its prevention by immunisation has become more important.

Older people are most at risk from infection particularly if they are already ill, have no spleen or have a weakened immune system for example, if they are having treatment for cancer. In adults, the increased risk of pneumococcal disease begins in those over 45 years and rises sharply in those over 75 years of age.

Unlike flu vaccine which is given before the start of the flu season (from September) pneumococcal vaccine can be given at any time during the year.

It is currently recommended that most adults will only need one dose of pneumococcal polysaccharide vaccine in their lifetime.

People under these ages who are at higher risk from pneumococcal disease are already recommended to receive the vaccine. This includes people who have a heart condition, chronic lung disease, chronic liver disease, diabetes mellitus, a weakened immune system, a damaged spleen or no spleen.

People who have had pneumococcal disease should still be immunised as there is more than one type of pneumococcal bacteria and they can still become infected from another type. The vaccine protects against all the common types of pneumococcal bacteria.

If you require more information about this matter, please make an appointment or telephone consultation with the Practice Nurse who will discuss the pneumovax vaccine with you and be able to answer any further questions you may have on this matter.