



OLD HALL SURGERY



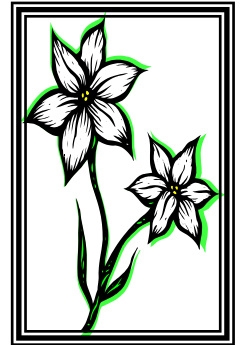
*NEWSLETTER
APRIL – JUNE 2011*

Welcome to our 2nd Newsletter of 2011

Spring is just around the corner, and we have already had a busy time at the surgery.

We hope we keep you up to date with all our changes in our newsletters and posters in the waiting room and on our website.

Let us know if you have an idea for our newsletter.



Goodbye (April)



To Dr Gaurav Goswami and Dr Katherine Brown.

Both are returning back to the Countess of Chester Hospital to finish their studies

We wish them all the best and good luck for the future.

Welcome

Back to Dr Bethan Royles who will be with us for 4 months but only for a couple days per week as she will also be working in the local sexual health clinics.

Dr Richard Woolcott, who will also be with us over the next 4 months – he has been working in paediatrics at the Countess of Chester Hospital.



ARE YOU THINKING OF GETTING PREGNANT?

Article written by Dr Shaw



The best pregnancies are planned ones!



There are a couple of things that you can bear in mind to help you have as healthy a pregnancy & baby as possible.

It is very beneficial to be taking folic acid (a vitamin) preferably for about 3 months before you conceive and for at least the first 3 months of your pregnancy.

The usual dose should be 400 micrograms daily. However if your BMI (body mass index or weight for height ration) is over 35, a bigger dose of 5 milligrams is advisable. This vitamin helps to dramatically reduce your baby's risk of having a spina bifida-like problem. Either of the doses can be bought cheaply from the chemist.

You do not need to take any other vitamins such as multi-vitamin tablets.

It is harmful to the baby to smoke at all during your pregnancy, so you should try and stop before you conceive. We can help support you with this through our Stop Smoking Clinic. Please ask at Reception for details.

If you would like a blood test to check you immunity to rubella (german measles) before you decide to get pregnant, you can request this. If you have had the MMR vaccine you should be immune but this can occasionally wear off.

It is advisable to drink no more than 1 or 2 units of alcohol a week while you are pregnant.

REQUEST FOR A REPORT/LETTER/COMPLETION OF FORMS



If you need a letter, report or a form completed, Doctor is happy to do this, but there is a charge for completing this work. We will ask for this payment in advance.



The charge is normally £20, but this may vary depending on the request and the amount of Doctors time needed.

Please bear in mind that this is not NHS work and the practice is entitled to make a charge for this as recommended by the British Medical Association.

Doctor will endeavour to complete as quickly as possible, but medical work will always take priority over reports/forms and therefore this may take some time.

RECEPTIONISTS



(Local knowledge or Call-Centre)



A few months ago some Government body decided to bring forward that Receptionists needed to be scrapped, by getting everyone to make appointments via a call centre.

Our receptionists are an incredible resource; dedicated people who know the practice population inside out, who know the patients and their foibles, who can intuitively detect if somebody is really ill just by the tone of voice, and 99 out of 100 give it the priority it deserves.

Local know-how is irreplaceable. Dedicated local reception staff with intimate, long term knowledge of the infinite intricacies of our three-ring circus of a practice population is the absolute backbone of our operation in GP Practices.

What if someone dials up and bellows: It's my legs! as sometimes this happens I'm sure at most practices? Or if a patient is too deaf to respond, but our receptionists know it's a patient who can respond by tapping or even a mumble and that they only require a cream.

If they had rang the call centre, the person on the end of the line wouldn't have a clue, and possibly be put down for a urgent home visit to be on the safe side. And what happens when 'Michelle' or 'Neesha' in Mumbai is answering the phone? How much do they understand local conditions? Will they be able to tell 'Elsie' that she doesn't need to phone the Doctor every time her tablets from the chemist are a day late? And how will they know which chemist they are using.



We ask the Department of Health have you ever taken the trouble to walk into your reception area and just listen to what your receptionists are doing? This could be five minutes well spent.

Please can we ask that you consider what your receptionists are here for?
and support them in this time of change.



CHLAMYDIA NEWS BOYS & GIRLS

There were almost half a million new cases, of sexually transmitted infections in the UK last year.

Experts at the Health Protection Agency (HPA) say young people are most affected, saying young people lack confidence to insist on safer sex and 1 in 10 of 15-24 year olds with an STI become infected again within a year.

The rise is in part due to more testing being carried out and the use of tests which are more sensitive at picking up signs of an infection.

Experts believe unsafe sexual behaviour is also part of the story.

The rates of Gonorrhoea in Western Cheshire has increased over the last year, if you feel you need to be tested we are able to offer dual testing to clients.

TEXT CKIT TO 88020

An exciting new service has been launched to increase access to testing for young people ages 15 - 24.

It is now possible to order a home test kit via text.

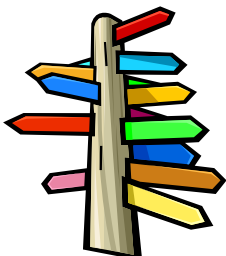


'Simply text **ckit** and your name, age and address to **88020** and a free and confidential test kit will be sent to you. It is easy to collect a specimen of urine in the privacy of your own home, pipette the sample, fill in the form, post direct to the laboratory and await your results in 7 - 10 days sent by a discreet text.'

Girls can do a test at ANY time of the month, even when menstruating, we have also found that encouraging females to carry out the own swab tests makes things a little easier/ more relaxed and also gives a more accurate result.

All samples collected for Chlamydia can also be tested for Gonorrhoea – this has to be by patient consent and if asking for home testing kits the appropriate boxes ticked/shaded before returning back to the screening centre.

NEW LOCATION



As of January 10th 2011 - Hope Farm Contraception and Sexual Health Clinic closed it's doors.

Stanney Lane Clinic has taken over this clinic on a Monday evening between 6 - 7.30pm.

WHY CAN'T I GET MY PRESCRIPTION AS A REPEAT?

Article written by Dr Birch

Frequently we are asked to issue a prescription for a medicine previously prescribed that is not available as a repeat and we have to inform the person concerned that they have to make an appointment with the Doctor.

Sometimes this can cause arguments.



There are several reasons for this:

The prescription may have only been intended as a one off prescription to treat particular problem. If the problem has not resolve then it is more appropriate to get further advice from the Doctor.

The prescription may be intended to be a repeat but the Doctor has issued it as a one off prescription to ensure the patient comes back for review to make sure it is suitable a having the desired effect. After one, two or more issues the prescription will be made a regular repeat.

Some medicines are never put on regular repeats, such as anti depressants, contraceptive pills and anti-obesity drugs.

OLDHALLSURGERY.CO.UK

Please can we ask if you have internet access - why not try ordering your repeat medication online?

Just type in the web address above, on the left hand side of the page select Repeat Prescriptions, and then follow the instructions.

ALTERNATIVELY - You can order by e-mail. Please ask for details at reception.





NON-RESPONDERS REMOVAL FROM SURGERY LIST HEALTH CARE - POSSIBLE GOVERNMENT CHANGES

Up to 40% of patients could be stripped from practice lists within months under an un-precedented list-cleansing drive by NHS managers.

Tough new measures will see every patient who has not visited their surgery within the last six months and who fails to respond to two written notices wiped from targeted practice lists.

GP's have been given just six months to appeal against patients being removed from their lists, and face a huge administrative workload after being told they must telephone or write to each patient to invite them into the surgery.

Can we ask if you receive a letter, it is important that you respond back to it as soon as possible and not ignore it as this will leave you without a registered Doctor?

ADDRESS/TELEPHONE NUMBERS



Can we ask if you have recently changed your address or telephone number, please can you inform us of this as soon as possible please?

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. Plus we will be able to inform you that they have been trying to contact you.



ANONYMOUS CALL BARRING

Do you have call barring at home?

The practice is unable to contact you if you do.

You may wish to think about adding the Surgery number to your preferred list.





TELEPHONE CONSULTATIONS

Telephone consultations are available **only in the mornings**.

These are for patients who have a problem that could be dealt with over the telephone.

For instance a question about medication/change of medication, advice regarding coughs/colds and advice re children's minor problems,

You can ask the receptionist to book this for you, but she will ask you what you want to discuss as the Doctors request that this is added to the Doctors appointment screen.

An up to date contact phone number will be needed and a land line is preferable (as the practice is trying to keep telephone costs down) but mobile phones can be used if a land line is not available.

The Doctors will telephone patients back usually between 11.30am and 12.30.

The Doctors do not offer Telephone consultations in the afternoon

Practice Nurses

The Practice Nurses also have telephone consultations available daily. Please ask the receptionist to arrange this.

Do you feel you have a problem with your hearing?

- * Do other people seem to mumble rather than speak clearly to you?
- * Do people often have to repeat things for you before you understand what they have said,
- * Do you have difficulty understanding what is being said in noisy places, such as pubs or restaurants, or even though other peoples conversations.



If the answer is yes to the following, you can do a simple test by ringing the RNID hearing check line on 0845 600 55 55. You can get an indication of whether you have a hearing loss. This is a five minute check which can be taken in the comfort of your own home.

You listen to sets of three digits and identify them by pressing numbers on your telephone keypad. You will hear full instructions when you call.

Remember, if you are at all worried about your ears or hearing, make an appointment with your GP.

TRAVEL / VACCINATION AND HEALTH TIPS



Check what immunisations you may need with our Practice Nurse and give yourself plenty of time to book in for them before leaving for your time abroad.

If you are going to Europe apply for an E111 (online or at the post office)

Assemble some kind of medical kit prior to departure. Ask the Practice Nurse for advice on what to put in the kit.

Ensure that you have adequate travel insurance for your planned activities and that it includes a repatriation (air evacuation) clause

In developing countries the vast majority of travel health problems are caused by Drinking contaminated water, eating contaminated food, insect-borne disease or accidents.

Drink bottled or boiled water. Avoid ice in drinks, salads, uncooked food, street food, "chef's specials" (often yesterday's leftovers) and seafood (especially if you are a long way from the sea).



Use effective anti-insect measures, wear an insect repellent.

When Swimming in the sea be aware of dangerous currents.

Take care if walking barefoot, of stings, bites.

Always remember your hat, sunglasses and **Sun Cream!!!**

Try this word search to keep your mind active

O H J B R O K E N B O N E A S
M F G E N V N S D O C T O R C
E J A K S R F O T E Q P C B R
D H R Y U O G N S I R G N R A
I R O Q M N R R O E T O G V P
C V P S E U U E Z W B C K I E
I D H N P N J B T M E L H M H
N I E E U I A L C H E Q E E Y
E S A E B Q T B C S R R W E S
A E D D S R Y A O B Z O E V D
S A A L I Z H N L A R Q A S K
C S C E Z C Y D P D K U O T T
A E H R A F D A I X C A I A X
B M E M F L M I L P E G W S X
W G O U O U L D L Y L Y K M E
Z T T C L M X E D R D R J V A
S S M F U F N C J I C U T L M

band-aid
broken bone
bruise
cold
cut
disease
doctor
flu

headache
hospital
medicine
needle
nosebleed
nurse
pill

rest
scab
scrape
sore throat
stitches
stomach-ache
stuffy nose



IF YOU HAVE ANY SUGGESTIONS FOR OUR NEWSLETTER
OR HAVE ANY IDEAS TO IMPROVE OUR PRACTICE

PLEASE WRITE TO

MRS J. S. ROBERTS
OLD HALL SURGERY
26 STANNEY LANE
ELLESMERE PORT
CHESHIRE
CH65 9AD

OR IF YOU HAVE INTERNET ACCESS WE HAVE A
SUGGESTIONS BOX ON OUR WEBSITE

www.oldsurgery.co.uk

