

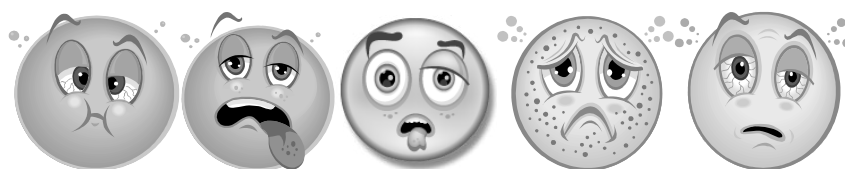
OLD HALL SURGERY



NEWSLETTER



JANUARY - MARCH 2010



THANKS

The Dr's and staff would like to thank everybody who kindly and generously gave gifts, chocolate and biscuits over the Christmas period. We hope you had a good Christmas and wish you all the best for a healthy and happy New Year.

GOODBYE

Dr Arnold who has covered the Maternity Leave for Dr Deacon for the last 9 months, the Doctor's and staff are going to miss him and wish him luck for the future, also to Dr Tidey and Dr Edwards who will be returning back to the Hospital to finish their studies.

GOOD LUCK

Good Luck... to Lynette our receptionist, who is going off on maternity leave .We hope all goes well for her and she will be back with us soon.

WELCOME BACK

Dr Deacon who is back with us after being on maternity leave, she will be working on Mondays and Fridays at the surgery and we are all delighted she is back working with us.

WELCOME TO

Dr Goswami and Dr Dallow who will be with us for the next 4 months – we ask that you make them feel welcome while they are working at the surgery.

STAFF CHANGES

As you may have noticed recently the practice has undergone changes in the reception staff.

This reflects the stress related to dealing with the general public and sometimes unrealistic expectations.

The demand on the staff to provide a high quality service and “service with a smile” has proved to be too much for some staff; even the long serving staff are finding the job more difficult than in the past. The practice strives to give you the best possible service it can and will continue to do so.

We would like to welcome Julie who is our newest member of the reception team and to Barbara, who is covering Lynette’s maternity leave. She will be with us for the next year.

We ask if you can be patient with them both and with the other members of the reception team while training is in progress. Thank you.

DATE OF BIRTH/NAME CHANGE

We have had new instruction from the Cheshire Health Agency advising if you have a change in date of birth or name we now need to obtain a signature from yourselves, as there have been instances where family members have been changing the details of relatives that have not been correct or have not been consented to by that person to having them changed.

Please note: we are no longer able to take these details from you over the telephone.

We ask that any of the details regarding the above message must only be changed by yourselves or by a parent of anyone under the age of 16 and that you will have to attend the surgery and speak to a receptionist who will get you to sign a consent form to confirm these changes.

If you have any questions regarding the above, please do not hesitate in speaking to us regarding this matter.

SWINE FLU

If you wish to have the vaccine and have not been contacted yet, please telephone the surgery or ask at reception to be booked in for the swine flu vaccine. We are still working to the following guideline of any patient, who is at risk,

- Diabetes
- Asthma
- Chronic Heart Disease
- Immuno-suppressed
- Epilepsy
- Pregnancy
- Chronic Kidney Disease
- Children aged 6 months to 5 years old

As you will be aware through the press these guidelines keep changing on a daily basis. We will keep you updated of any changes we receive.

SEASONAL FLU

We still have a number of seasonal flu vaccines in the surgery. Due to the demand of swine flu call-ins we have been asked to do, we ask if you have been missed either by telephone call or by the receptionist when you have attended the surgery, please do not hesitate in contacting us yourselves and booking an appointment with the Practice Nurses.

PNEUMOCOCCAL 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.

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.

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.

APPOINTMENT ACCESS

In line with enabling you to see a Doctor within 48 hours we do keep some appointments to be given out on the day please be aware that this is only available during the morning between 9.00 -11.00 am and can be affected by the number of Doctors working at any time for example holidays and sickness.

The Doctors are not able to provide this service during the afternoon as they wish to continue to be able to book appointments in advance for patients requiring routine follow up care, and to fit in visits to the Doctor around family and work commitments.

Also we do offer “Telephone Consultations” for problems you feel may be resolved by a telephone call to one of the Doctors. Ask the receptionist to make one for you if you feel this may be appropriate.

The Practice Doctors are regularly reviewing the way the appointments are managed and ways we can improve access for all patients, but at present this is the only way we can keep up with the present changes given to us.

If you have any constructive ideas or suggestions please let the Practice Manager know so they can be discussed.

EXTENDED HOURS

“If you would like a routine appointment outside of normal surgery hours, our own practice has a Doctor available at Ellesmere Port Hospital on Wednesday evenings 6.30 to 8pm and Saturday mornings 10am to 12noon

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 6:30pm-8pm Monday to Friday and 10am-12noon on Saturday mornings.

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

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**
If you would like the receptionist to make an appointment for you ask at reception.

PRESCRIPTIONS

We have had an increase in phone calls again requesting medication whether on repeat or acutely. Please note that we do not take any requests for medication over the telephone due to the difficulty in not knowing the names of items or what they are associated with.

Please ensure that whichever way you choose to order your prescription you give us **48 hours notice** to process your request.

It is important to be aware of Bank Holidays and give enough time to allow Doctors to complete prescriptions.

Please do not be abusive to staff because you have run out of medication they are only doing their jobs.

The following are options for patients to choose to obtain their repeat medication

- Patients are requested to use the repeat list attached to their repeat prescription.
- The box alongside of the medication required must be ticked.
- This can then be placed in the repeat prescription box by the front entrance of the surgery.
- Alternatively medication requests can be faxed to the practice if you would like to use this service please ask at reception for a **“Prescription Fax Form”**
- Prescription requests can be sent to the practice by royal mail and if required can be posted back to you as long as a stamped self addressed envelope is enclosed.
- The local chemists also have a ordering and collection service, please discuss this with the chemist of your choice, and then advise us and we will ensure the prescription is placed for the chemist of your choice.
- You can also e-mail your repeat request if you would like to use this service please ask reception for an **“e-mail format sheet.”**
- You can also order your prescription from the practice website www.OLDHALLSURGERY.CO.UK

COLLECTING MEDICATION FROM CHEMIST

When collecting your medication from the Chemist, please ensure that all your items that have been ordered are in the bag before you leave the SHOP.

It is very difficult to trace lost medication and is down to your responsibility to check you have received all the medication you have asked for.

Please keep the tear off slip from your prescription to help you check what has been ordered.

X-RAY RESULTS

We have had a number of patients ringing in around 7 days of an x-ray being taken and we have no results back.

We have spoken to x-ray regarding this matter and have been informed that there is a back log on reporting of x-rays and they are taking around 14 days to get to the surgery.

Please also be aware that you need to add on an extra 2 days for the report to be read by the Doctor so please make sure you give around 16 days before ringing for the result.

If we have the report back earlier and doctor needs to see for further treatment, we would normally contact you to make an appointment to come in and discuss this matter, if not please wait and ring for your result following the instruction given below.

TEST RESULTS

If you have been sent for a test by the Doctor and been advised to ring for the result, please ring any day between 10am and 3pm. Results you may ring for (if directed by the Doctor)

- X-Ray's *please allow 14 days*
- Stool samples *please allow 5 days*
- Blood tests *please allow 5 days*
- Urine tests *please allow 4 days*
- Cervical smears *please allow 6 weeks*
- Hospital letters *please allow at least 4 weeks for routine letters*
- Swab tests *please allow 5 days*

The above list is some of the more common results that you may ring for.

Please note that a result cannot be given to you unless a Doctor has seen it and results cannot be given to another person.

We would like to advise patients who attend Doctor or Nurse for tests, i.e. bloods, smears etc, that it is the patient's responsibility to contact the surgery for the results of these tests.