



OLD HALL SURGERY

NEWSLETTER

JULY - SEPTEMBER 2008





WELCOME

We would like to welcome Ann, who will be covering Maternity Leave in Reception at the surgery. We ask you to be patient with her as she is in training and may not know the answer to some of your questions.

GOOD LUCK

To Cheryl, our receptionist who is expecting her baby in September 2008. The surgery wishes her well and we will keep you informed of the new arrival.

SURGERY OPENING TIMES

From 1st July 2008

In line with patient satisfaction survey opinions Old Hall Surgery will be opening from 8am to 6.30pm daily Monday to Friday to enable patient's access to appointments and to collect prescriptions.

There will be some changes to the surgery times and you will be offered what appointments are available when you speak to the staff. The practice Doctors are still looking at surgery times and we will advise you as any changes are made.

Health and Hygiene

We are committed as a practice to maintaining a high standard of hygiene and we will continue to have a cleaning service between 12.30pm-1.30pm, we ask that you be patient with us during these times.

UPDATE OF SURGERY WEBSITE

Why not have a look at our updated website www.oldhallsurgery.co.uk this will give you information about the practice and all of our services including our opening times.

You can also order your repeat prescriptions via this site. Can we ask if you do use this service, please make sure you fill in the required fields on your request.



TELEPHONE NUMBERS

Please can we ask that you give us your new phone number when you change your mobile or land line as it is a very good way to contact you urgently if you have an abnormal test result and/or the Doctor wants to get hold of you urgently.

DID NOT ATTEND

Increasingly a problem in General Practice is patients not turning up for their booked appointments with both Doctors and the Nurses.

The 'Did Not Attend' (DNA), i.e. the patient does not turn up for the appointment and does not contact the surgery in advance to cancel/change appointment, the effect of these are:

- ❖ An increase in the waiting time for appointments
- ❖ Frustration for both staff and patients
- ❖ A waste of resources



LATENESS FOR APPOINTMENTS

It is extremely important that you ensure that you arrive on time for your appointment with either the Doctor or Nurse.

If you arrive late for your appointment, due to the demand for appointments, we are not able to "fit you in" as other patients are waiting to be seen and the surgery or clinic is already fully booked.

All surgeries and clinics are run strictly on appointment times. Doctors also have to visit patients at home after their surgeries.

If you arrive for your appointment later than 5 minutes over the time given, you will need to re-arrange another appointment.

ANTENATAL APPOINTMENTS

The antenatal service has recently changed and we no longer see any patient's at the surgery for antenatal appointments. If you have recently had a positive pregnancy test, please ask at reception for a pregnancy pack and telephone numbers for the Children's Centres based around Ellesmere

Port. These numbers are for you to keep and to ring to arrange your 1st appointment with a Midwife. If you have any questions please ask the receptionist when collecting your pack.

POSTNATAL APPOINTMENTS

PLEASE BE AWARE the surgery does not contact you for a 6 week postnatal check-up with the Doctor. Can we ask you to ring the surgery around 4 to 5 weeks after you have had your baby to arrange an appointment with the Doctor to have this check-up.

TEST RESULT & GENERAL ENQUIRIES TIMES

Tests results/general enquiries. Please note: the lines have to be available between 8.00 am and 10.00 am for appointments/visits. **Can we remind everyone that if you require a test result you ring between 10.00 am and 3pm.**



PHARMACY MINOR AILMENTS SERVICE

As From 15th July 2008, pharmacies will be offering this service to all patients in the area.

This service aims to improve capacity by reducing medical practice workloads and gives patient's access, choice and convenience to treatments for minor ailments.

This service also gives Pharmacist's better use of their skills i.e. provide support and advice to supply medicines and appropriate treatments when needed.

If you pay for prescriptions you will have to pay the prescription charge, or if over the counter price is cheaper you will pay the cheaper price.

There is no charge if you are exempt from prescription charges.

You can self refer to the Community Pharmacist who will advice you on the following:-

Head lice

Pain

Vaginal Thrush

Sore Throat

Fever

Diarrhoea/Vomiting

Cough/Cold/Flu

Threadworms

CONFIDENTIALITY

We have had a number of people phoning in or coming to reception asking for information regarding other patients.

Please note for confidentiality purposes we are only allowed to give the information to that person only (aged 16 years and over).

HEALTH & SAFETY

If you bring a pram/buggy to the surgery, for safety reasons, Please leave alongside or under the stairs, just past the toilet door.



“I CAN’T GET AN APPOINTMENT WITH MY OWN DOCTOR” - WRITTEN BY DR BIRCH OR “its easier to get an audience with the Pope than an appointment with you”

This is a common complaint and I have to agree that to get an appointment with one of the Partners in the practice, i.e. myself, Dr Phipps or Dr Shaw can be very difficult at times.

There are a number of reasons for this. Dr Phipps has decided to reduce his workload and is now part time and works on a Monday and Wednesday. Dr Shaw and I have become increasingly involved with the strategic aspects of health care. In order that Ellesmere Port is not forgotten in the current economy we have to attend regular meetings. This also detracts from the time we have available to do surgeries.

We have tried to address this deficit by appointing three Doctors to support our clinical work, Dr Nadaph and Dr Deacon have been with us now for 2 years. When Dr Deacon left us to have her first baby we appointed Dr McCarthy to cover her hours. As you are probably aware, Dr Deacon has now returned to work with us and we were able to find the funding to enable Dr McCarthy to continue working with us for the foreseeable future.

One of the over-riding considerations when we have appointed the new Doctors is that they must be of a comparable standard in both clinical expertise and personality to the partners. I have to say personally that I would be more than happy to have any of them treat a member of my family which is high praise, but well deserved.

My reason for writing this short article it to impress on everyone that an appointment with Dr Nadaph, Dr Deacon or Dr McCarthy is not second best. They are going to be with us for many years to come and in that time they will, like the Partners, get to know all your past, your families and your problems. They are the future and inevitably myself and Dr Phipps will be taking a little bit more of a back seat.

BLOOD TEST FORMS

We are also noticing blood forms are not being brought to your appointments. This is now a **white A4 request form** which states what tests are required. The receptionist's are unable to provide duplicate copies of these forms and we would like to remind everyone that you will be unable to have your blood taken without this form.



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.

Please pick up one of the “Healthy advice for travellers” leaflets which are available. These will give you an idea of what vaccinations you will require depending on where you are travelling. 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. Also read our ten travel health tips.

HEALTH VISITOR

Your Health Visitor can help you if you have any worries or concerns about your baby, or if you need to know anything in general regarding your baby.

<u>CLINIC'S ARE BASED AT</u>	<u>TELEPHONE NO</u>	<u>HEALTH VISITOR</u>
Great Sutton	0151 339 2208	Lynn Michell / Moira Ferguson / Emma Whitehead / Mary Howley
Hope Farm	0151 347 4200	Jean Davies / Claire Smalley / Dawn Richards / Kim Fawcett / Lesley Jones
Stanlaw Abbey	0151 356 0626	Sarah O'Donoghue / Shelagh Browne
Stanney Lane/Whitby Lodge	0151 355 2168	Judy Powell / Conrad

EXTENDED HOURS

Ellesmere Port Neston and Chester

Starting Friday 1st August 2008

Western Cheshire Primary Care Trust has developed a primary care book ahead service for all patients locally.

This will be an opportunity to book a routine appointment with a GP or Practice Nurse outside of usual GP practice opening hours.

This will not necessarily be your practice GP but Doctors and Nurses working in the Out of Hours service.

Appointments will be bookable up to two weeks in advance and at least 48 hours in advance.

Clinics will be available at

Ellesmere Port Hospital

St Martins Clinic Chester,

The above clinics will be open

Monday- Tuesday- Wednesday- Thursday - Friday 6.30pm to 8pm

Saturday 10am to 12noon

Helsby Health Centre (Mon-Tue only 6.30 to 8pm)

The Rookery Tattenhall. (Wed 6.30-8pm Sat only 10am-12noon)

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

Patients requiring an appointment can ring between

8am and 6pm on 01244 364700

This is a new service and will not replace existing services for our patients who need to see a GP on the day or in advance or need a GP when the surgery is closed

TEN TRAVEL HEALTH TIPS

- Think about travel health as a real issue. Knowledge is key. Many travellers do not give it due consideration until it is too late. If you travel for any length of time, especially to the developing world, you are almost certain to run into health problems at some point.
- Check what immunisations you may need with your G.P. and give yourself plenty of time to book in for them before leaving for your time abroad.
- Assemble some kind of medical kit prior to departure. You could ask your G.P. what items should be included in the kit. Also consider buying a decent book on travel health. If you are travelling to countries where you are unsure of adequately sterile medical equipment you should consider carrying a needle/syringe pack.
- Ensure that you have adequate travel insurance for your planned activities and that it includes a repatriation (air evacuation) clause
- Remember that taking measures to protect your health during travelling are simply risk limitation, there are no guarantees.
- In developing countries the vast majority of travel health problems are caused by drinking contaminated water, eating contaminated food, insect-borne disease or accidents. Observation of simple, common-sense measures against these risks will greatly reduce the likelihood of travel health problems. Drink bottled or boiled water. Failing this, sterilise with iodine tablets or use a water filter. Always wash your hands before handling food. 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).
- Be aware of the local water when teeth cleaning, showering and utensil cleaning and as an ingredient in less obvious foods (e.g. ice cream, sorbets, locally brewed alcoholic drinks). Use effective anti-insect measures. Cover up between dusk and dawn, wear an insect repellent that contains DEET, impregnate clothing/mosquito nets with permethrin, avoid wearing perfume, use mosquito coils and nets etc.
- Consider and prepare for other potentially dangerous but perhaps less obvious health risks such as environmental factors (sunlight, altitude, heat, cold etc.) animal bites, sexually transmitted diseases, violence or snake bites. Remember when swimming that many diseases are contracted from fresh water. Be aware of dangerous currents and other specific hazards such as crocodiles. Take care if walking barefoot, of stings, bites or worm infections.
- If you do become ill when travelling stop (do not attempt to continue your journey) rest, drink plenty of fluids and do not be afraid to seek medical advice at an early stage
- Never let travel health concerns stop you visiting a country but always be alert to the dangers and be ready to react should the worse happen. Only a relatively very small number of people come to any serious harm whilst travelling.