



OLD HALL SURGERY

NEWSLETTER

JULY - SEPTEMBER 2009

GOODBYE & WELCOME



Goodbye to Dr Anna Cleminson & Dr Gregory Herdman who are due to finish their training in August 2009.


Dr Cleminson is going to work in Palliative Care and Dr Herdman has a job in the Wirral area.

Also to Dr Al-Bachari, Foundation 2 Doctor who has been at the surgery for the last 4 months is going back to work at the Hospital.

We would like to wish them all well in their future studies.

Welcome to Dr Menna Davies & Dr Rebecca Edwards, who are joining us at the beginning of August 2009.

Dr Davies will be with us for the next year and Dr Edwards for 4 months.



**NEW COMPUTER SERVER – NO COMPUTERS AVAILABLE
TUESDAY 14th JULY 2009**

EMERGENCY SURGERY- ONE DAY ONLY



The practice is having a new computer server. This will mean that there will be no computers available in the practice on the above date. The Doctors will not have access to any patient records, prescriptions or the appointment system on this day.

To minimise disruption to patients the practice has chosen to do this on a Protected Learning Time day when we would normally be closed between 12 noon and 5pm for training.

As Doctors **will not** have access to our computer system there will be an emergency surgery only for patients who need to be seen urgently on this day.

You will routinely be offered an appointment for the next day Wednesday, 15th July 2009.

If your problem will not wait, you will be triaged first by a Doctor who will decide if you need to be seen.

Please ensure you have enough medication to cover you over this day

We ask for your co-operation on this day.

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.

SURGERY OPENING TIMES



Old Hall Surgery has been opening from 8am to 6.30pm daily Monday to Friday since July 2008; this is to enable patients to more access to appointments and to collect prescriptions.

APPOINTMENTS



As most of you will have been aware over the last 6 weeks, we have had a change in the appointment system and a new touch screen check in installed in the practice. This system has not changed the way our patients are making appointments; the only change is how you register on arrival at the surgery for an appointment that you have already booked.

Please use the touch screen system to book in for your appointment, this will tell the Doctor you have arrived and then take a seat, Dr will then call you as soon as they are available (**please be aware that when you book into the morning surgery we are unable to tell you which Dr you will be seeing as these appointments are time allocated slots**).

This is an alternative to waiting at reception but booking in with the receptionist can still be done if you prefer.

If you have any problems using this system please speak to a receptionist who will still be available for general enquiries, rebooking appointments and booking in if preferred.

MORNING APPOINTMENTS



The Practice continues to offer an appointment daily in the morning for anyone who needs to be seen. These are in line with the 48 hour access, as we are required to have appointments available within 2 days (48 hours).

The surgery is open from 8am (Monday to Friday) and appointments run from 8.30am to 11.00am.

Please note these appointments are time allocated slots so we are unable to let you know which Doctor you will be seeing.

AFTERNOON APPOINTMENTS



All appointments in the afternoon are kept for booking in advance. We book up to **two weeks in advance only** and this appointment enables you to choose a Doctor of choice if available in the time frame given.

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

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



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:

- 1) The prescription may have only been intended as a one off prescription to treat a particular problem. If the problem has not resolved then it is more appropriate to get further advice from the Doctor.
- 2) 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 and having the desired effect. After one, two or more issues the prescription will be made a regular repeat.
- 3) Some medicines are never put on regular repeats, such as contraceptive pills and anti-obesity drugs.

If the prescription you request is not on a regular repeat you will need to make an appointment with the Doctor to get further supplies.

HOURLY LONG APPOINTMENTS



If you have Diabetes & Asthma or Diabetes & Hypertension (CHD), we are currently looking at booking one hour appointments for your annual check. This would be of benefit to yourself as it would possibly reduce the need to attend the surgery providing your condition is well controlled.

If you would like an appointment for one hour to do a complete check, please ask when you call for the appointment.

Also, if you have more than 1 major condition and you have to attend the Practice more than once, we can also look into booking longer appointments for you.

HEALTH SCREENING CHECKS



We offer a health screening check to patients aged 15 – 74 years old on a yearly basis.

Please be aware that when you come along for a Health Screening Check, we always advise that you bring a urine specimen. This is to test for diabetes. There are a significant amount of us all walking around unaware that we may have diabetes and the easiest and fastest way to find this out is by just testing the urine. If diabetes is found in the early stages it is very manageable and can cause a lot less problems.

Please contact us on 0151 355 1191 or ask at reception to be booked for this screening with the Practice Nurse/ Health Care Assistant.

HPV UPDATE



This is a new vaccination to help protect you against cervical cancer. The Practice at present is offering the vaccination to all 15 to 18 year old girls.

If your birthday falls between 01.09.1991 and 31.08.1993 please make an appointment with the Practice Nurse who will be able to give you the injection or answer any questions regarding the vaccine.

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.

CONGRATULATIONS

DR BIRCH

On 30 YEARS SERVICE

The Practice Doctors and Staff would like to congratulate **DR BIRCH** on his 30 years of working in this practice.

His 1st day at the practice was 16th July 1979.

Under his leadership the practice has expanded and grown (although there are still the same number of patients then as now) and the way the practice provides it's care to patients has changed significantly Dr Birch continues to (along with his partners) take the practice forward into the major changes ahead with the advent of the new GP contract.

We would like to congratulate him and wish him good luck.