



OLD HALL SURGERY

NEWSLETTER

OCT - DEC 2008



Dr Dixon and Dr Soe left us in August 2008 after 4 months training at the Practice.

Dr Soe will be returning back to the A & E Department at the Countess of Chester Hospital and Dr Dixon will be going to the Radiology Department at Blackburn Hospital.

We wish them both well with their future training.



Dr Herdman and Dr Clemenson (Registrar's) who joined us in August 2008. They will be with us for the next year and will be working closely with all the Doctors at the practice.

Dr Bate (F2) who joined us at the Practice in August, she will be with us for the next 4 months.



**GOOD LUCK**

Samantha Merryweather, Receptionist, who is due to go on Maternity Leave. Her baby is due in November 2008.

All the Doctors and Staff wish her well and will keep you all informed of their progress.



Cheryl Greene, one of our receptionists who had her baby boy, Corey Mason on 3rd September 2008, both are doing really well.

All the Doctors and Staff wish them well and will keep you all informed of their progress.



## **FLU VACCINATIONS**

If you have any of the following medical conditions then it is important that you have a flu vaccination to protect you against the flu.

- Diabetes
- Asthma
- Heart Disease
- Chronic Liver Disease
- Or if you have had a transplant

It is also recommended if you are over 65 years of age and if you are a Carer.

**Please ask at reception for an appointment.**

## **PNEUMONIA VACCINATIONS**

We also have the Pneumonia Vaccination available to patient's over 65 years of age, if you are interested in having the vaccination, we may be able to give you this at the same time as the flu vaccination.

Please make an appointment at reception, mentioning that you would like to have both the pneumonia and flu vaccination.

## **HOLIDAY CANCELLATION FORM**

If you have to bring in one of these forms for completion can we ask that you follow the points below before bringing to the surgery.

- 1) Registered at this practice – MUST HAVE SEEN DOCTOR FOR THAT COMPLAINT BEFORE HOLIDAY WAS CANCELLED.
- 2) Not registered at this practice – If you are cancelling because of another person – TAKE FORM TO THEIR REGISTERED DOCTOR.
- 3) Seen in Hospital – MUST TAKE FORM TO HOSPITAL FOR COMPLETION.
- 4) Complete your parts sign consent on the form and bring to surgery with payment



Please note that the surgery no longer takes prescription requests over the telephone. This has been in circulation for the past 3 years. Again this is due to the high demand on other enquiries and appointments.

If you need to order your medication, please use the right hand side of your last prescription, tick the items required and leave in the post-box at the surgery.

We also offer other prescription services at the surgery.

These are:

- E-Mail** which you will have to register at the surgery first,
- Fax** please ask for a fax form at the surgery for you to use when ordering,
- Pharmacy** that will arrange to take your order and will collect on your behalf.
- Website** [www.oldsurgery.co.uk](http://www.oldsurgery.co.uk) please make sure your email address is included when ordering through this site (also name, date of birth and each item required for ordering please)

All prescription requests require **48 hours** for completion at the surgery.

**Please note: Old Hall Surgery does not accept prescription requests via text messaging.**

### **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.



Our PCT (primary care trust) has noted that there area large number of patients attending accident and emergency when they should be going to the GP Surgery (late morning and early afternoon.) for the health problem that they have.

**Please note:** that our doors are now open from 8am to 6.30pm – this includes opening at lunchtime.

We endeavour to offer surgeries through the day as late as possible in the morning and as early as possible in the afternoon.

Please be aware that Doctors have to see housebound patients at home and also have paperwork to do and this is done between surgeries.

Accident and Emergency is for true accidents and emergencies only, all other health problems should be discussed with your GP.

The waiting time at Accident and Emergency is often hours where here in the practice you will be allocated an appointment time.

### **GENERAL ENQUIRIES**

We have been getting an increased number of calls from 8am asking for the answer to a question left with the Doctor from the previous afternoon. This means you have to make numerous calls as the receptionist's who receives the call does not have the answer/reply.

Please be aware that if you are leaving messages/enquires for the Doctor in an afternoon, they will not get this until after their morning surgery the next day and we may not get a reply until late afternoon or possibly the next morning.

All calls for general enquiries are taken after 10am, as the phone lines are busy for appointments from 8am.



If the Doctor has requested you bring back a urine/stool specimen to the surgery to be sent to the Laboratory, can you make sure they are brought into the surgery before 12.30pm (Monday to Friday)?

**PLEASE NOTE:** specimens brought to us in the afternoon will not go to the laboratory until the next afternoon as our collections are at 1.30pm.

Also if a specimen is brought in on a Friday pm, this will not be sent off until Monday pm.

### **TEST RESULTS**

If you have been sent for a test by the Doctor and have been advised to ring for the result, **please ring between 10am and 3pm (Mon – Fri).**

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.

Although we do endeavour to contact the patients concerned when the result is not normal, this is not always possible as some people are out all day at work and some people do not have telephones, so it is important that you telephone the surgery or call in at reception for the results after a certain period of time.



Over the recent months we have received a number of suggestions and the most requested suggestion was for a bike rack.

As you may have noticed we have now had this work completed. Our bike rack is to the right side of the front entrance pathway as you enter the surgery site off the public pathway.

We hope this is of use to all of the patients who requested this.

Thank you for your suggestions.

### **PATIENT SATISFACTION SURVEY**

*We would like to thank you for once again commenting on our services.*

*Again this year we will be conducting the survey as required by the government.*

*We have tried to be flexible with appointments and have tried many different ways of providing a good appointment service and we take on board your comments from the survey.*

*This year Dr Nadaph, Dr Deacon and Dr McCarthy our salaried GP's have asked to be part of the survey.*

*We do appreciate all your comments on our services and thank you once again for completing our questionnaires.*



## FLU LIKE ILLNESS

Influenza (Flu) is caused by the Influenza virus. However, many other viruses can cause an illness similar to Flu, so therefore Doctor's commonly make a diagnosis of a 'flu-like illness'.

Each winter a different strain of the Influenza virus causes an outbreak of flu, which affects many people. During an outbreak of flu, if you get a 'flu-like illness' it is more likely to be caused by the Influenza virus than to another type of virus.

### COMMON SYMPTOMS

- High Temperature
- Sweats
- Muscle aches
- Dry cough
- Sore throat
- Sneezing
- Headache
- Feeling sick

Symptoms peak after 1-2 days, and then gradually wear off over several days. Tiredness and a dry cough may persist for a few more days. Most people recover completely within 1-2 weeks.

Please note: **Antibiotics do not kill viruses**, Therefore they are not prescribed for Flu-like viruses.

The most useful treatments for 'flu-like illness is:

Paracetamol or Ibuprofen, Aspirin as an alternative for adults (not to be given to children under 16)

Don't wrap up – stay cool, drink plenty of fluids

If any symptoms develop that may concern you – Please make an appointment to see the Doctor.



## COUGHS AND COLDS

Most coughs and colds are caused by viruses. Many different viruses can infect the nose and throat. They are passed on by coughing and sneezing the virus into the air.

Sometimes several coughs and colds occur one after the other. The symptoms tend to be worse in the first 2-3 days, and gradually ease over the next few days. Coughs may linger once the other symptoms have gone.

### COMMON SYMPTOMS

- Blocked (congested) nose
- Runny nose
- Generally unwell and tired
- High temperature
- Hoarseness and coughing
- Mild sore throat
- Headache
- Off food

Please note: **Antibiotics do not kill viruses**, so they are of no use for common coughs and colds.

### The most useful treatments for a cough and cold are:

- Have plenty of fluids
- Paracetamol (Calpol for Children) – this eases aches and pains, headaches and fever. Ibuprofen is an alternative.

You can buy many ‘cold remedies’ from your Local Pharmacy. Please speak to the Pharmacist if you have any questions about taking any medication before taking it.

If any symptoms develop that may concern you – make an appointment to see the Doctor.