

OLD HALL SURGERY



NEWSLETTER

**OCTOBER - DECEMBER
2009**



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.

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.

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 to the surgery as the receptionist's who receive 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.



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 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.

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

SURGERY WEBSITE

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

There is a suggestion page, which can be helpful to us as well to you the patient in trying to improve our services.

Also useful advice and tips on a variety of health matters is available. This is a complete list from A-Z. Select medicines chest on the home page and then health information menus then A-Z.

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.



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, please leave alongside or under the stairs, just past the toilet door. For safety reasons, we are unable to have them in the patient waiting area.

DRESSING CLINICS

If you have sutures or a dressing needed this is now done at Ellesmere Port Hospital. To arrange an appointment please phone 0779 964 3247.

If the phone is not answered please leave a message with your name and phone number and nurse will ring you back.

SPECIMEN REQUESTS

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 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.



HEALTH SCREENING CHECKS

We offer a health check to anyone who feels they need one. If you would like a Health Screening Check speak to reception staff and ask for an appointment with a nurse for a Health Screening Check. You can normally be seen within a few days. Please bring a specimen of urine with you. If you need a specimen bottle we can provide one at reception.

If you have symptoms that might be due to illness you should see a doctor about it if possible. Health Screening Checks are for people who believe themselves to be healthy and want to find out they are not suffering from something unrecognised such as diabetes or raised blood pressure.

The nurse that sees you will ask questions about your body functions and general wellbeing. She will want to know your consumption of alcohol and tobacco and other lifestyle factors. She will weigh and measure you and check urine and blood pressure. You will have your immunisations checked and offered any you have missed. You can discuss any health concerns that you have.

At the end of the check you will be told of any findings that will affect your health and be given advice about correcting them.

Most things that affect people's health are obvious such as being overweight, smoking and consuming excess alcohol. If you don't have those problems then a blood pressure and urine check that are normal will be an excellent outcome for you. If you have any of these factors it is still worth getting blood pressure and urine checked. But you should be prepared to let us help you correct the adverse factors.

What we do NOT do, is run a whole battery of blood, heart and lung tests. There is very little benefit from doing that in an apparently healthy person and NHS resources do not stretch that far.



PRESCRIPTIONS

Please ensure that whichever way you choose to order your prescription, you give us 48 hours notice to process your request, this includes requests from the hospital or other services.

The following is a guideline which the surgery follows for the 48 hours process

Day ordered	Ready on
• Monday AM	Ready Wednesday PM
• Monday PM	Ready Thursday AM
• Tuesday AM	Ready Thursday PM
• Tuesday PM	Ready Friday AM
• Wednesday AM	Ready Friday PM
• Wednesday PM	Ready Monday AM
• Thursday AM	Ready Monday PM
• Thursday PM	Ready Tuesday AM
• Friday AM	Ready Tuesday PM
• Friday PM	Ready Wednesday AM

Please also be aware that the Chemist's also use this guideline, so that when you are ordering prescriptions through them this process can take up to 4 days to get your requests back, so please ensure you have enough medication to last about 1 week.



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