

YEARLY HEALTH CHECKS

If you normally have an annual health check due to a health problem/illness then these will now be done in your birth month, please contact us to arrange an appointment.



ARE YOU WAITING FOR A HOSPITAL APPOINTMENT?

How will I hear about where and when the appointment is?

GP practices and hospitals use different ways of arranging appointments:

- ◆ Your GP practice may give you a reference number and a password for you to book, change, or cancel your appointment online or by the phone. You will receive this via post once we have completed your referral.
- ◆ You may receive a letter from the hospital asking you to confirm an appointment they have made for you. You need to reply as soon as possible and tell the hospital if you can attend on the date offered.
- ◆ Alternatively, sometimes patients receive a letter asking them to phone the hospital to make an appointment with the specialist.

Once the Doctor has referred you it is your responsibility to make sure you attend your appointment. If you have any questions regarding your hospital appointment then please contact the hospital directly – this is NOT for the GP. Once the referral has been made it is the responsibility of the hospital to arrange that appointment.



Countess of Chester Hospital Appointments 01244 366 663

Physio/MSK related Appointments 01244 362 998



IF YOU WOULD LIKE TO SEE MORE INFORMATION REGARDING
OLD HALL SURGERY PLEASE VISIT OUR WEBSITE ON
WWW.OLDHALLSURGERY.CO.UK

OLD HALL SURGERY NEWSLETTER

JANUARY—MARCH 2019

Old Hall Surgery would like to inform all patients that Dr Richard Dufton and Nurse Jenny Lewis both left us and moved on to new opportunities in December. We are sad to say that Tracy our Advanced Practitioner will also be leaving us at the end of February. We would like to thank them all for their hard work and wish them well for the future.



We will be looking to recruit another Advanced Practitioner and Nurse to work with our medical team that are with us currently, our salaried Doctors are:

Dr Shazia Wasim, Dr Saira Javed and Dr Josephine Hutchinson

We also have Nurse Laura Williams and our Health Care Assistant Danielle Thompson

PATIENT ONLINE ACCESS

With Patient Access, you can now order medication or book appointments at home, work or on the move—where ever you can connect to the internet. Patient access is a 24 hour online service which you can use in your own time, day or night.

To use patient access you will need to register, please ask at reception for your Patient Access registration details.



Ordering your medication and booking appointments using Patient Access is quick and easy.



Register now for online access to your GP services.

STAFF TRAINING DAYS

The surgery will be closed between 12pm and 5pm on:

Tuesday 29.01.2019

Thursday 28.02.2019

Wednesday 27.03.2018



Please let reception know if you change your contact number or address.

PATIENT PARTICIPATION GROUP



The next meeting will be held at

Old Hall Surgery

on Tuesday 5th February

Starting at 6pm.

PLEASE REMEMBER THAT PRESCRIPTION REQUESTS TAKE 72 HOURS TO BE PROCESSED.

REPEAT PRESCRIPTIONS CANNOT BE TAKEN OVER THE PHONE, PLEASE ORDER THESE USING PATIENT ACCESS, THROUGH YOUR REGULAR CHEMIST OR BY COMING INTO THE SURGERY.

CLINICAL PHARMACIST

You may be contacted by Deborah our Clinical Pharmacist or by our reception staff to arrange an appointment to come in for a medication review with Deborah. Deborah can help patients get the most from their medication, she would like to make sure that the medications are as effective for you as possible and also give you the chance to talk about any issues you have with them. If you feel you need to discuss your medications and have a review please contact reception to arrange an appointment with Deborah.

