

Old Hall Surgery Newsletter

OCTOBER—DECEMBER 2018

CHRISTMAS AND NEW YEAR **OPENING HOURS**

Monday 24th December: 8am to 6:30pm

Tuesday 25th December: CLOSED

Wednesday 26th December: CLOSED

Thursday 27th December: 8am to 6:30pm

Friday 28th December: 8am to 6:30pm

Saturday 29th December: CLOSED

Sunday 30th December: CLOSED

Monday 31st December: 8am to 6:30pm

Tuesday 1st January: CLOSED

Wednesday 2nd January: OPEN AS USUAL



**PLEASE REMEMBER THAT PRESCRIPTION REQUESTS
TAKE 72 HOURS TO BE PROCESSED. PLEASE ENSURE
YOU ORDER YOUR PRESCRIPTION IN PLENTY OF TIME
SO YOU HAVE ENOUGH OVER THE CHRISTMAS PERIOD.**

HAVE YOU HAD YOUR FLU VACCINATION?



If you are in one of the following criteria and would like your flu vaccination please ask a receptionist to book an appointment for you:

- Over 65
- Stroke / TIA
- Pregnant
- Carer
- Diabetic
- COPD
- Chronic Heart Disease
- Children aged 2-4

STAFF TRAINING DAYS

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

Tuesday 23.10.2018

Thursday 29.11.2018

Wednesday 12.12.2018



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 13th November

Starting at 6pm.



Everyone is welcome to attend.

Welcome

WE WOULD LIKE TO WELCOME DEBORAH HOLLYWOOD TO OUR TEAM

Deborah is our new Clinical Pharmacist who will be with us all day on a Friday. Deborah will invite patients who take ten or more medications and are due for a review in to see her to help them get the most from their medications. She would like to make sure that they are as effective for you as possible and give you the chance to talk about any issues you have with them..



PATIENT ONLINE ACCESS

Please ask at reception if you would like to join Patient Online Access.

You will be able to view your:

- ◆ Problems
- ◆ Immunisations
- ◆ Medications
- ◆ Allergies



Having access to this means you can book/cancel your own appointments and request repeat prescriptions at a time convenient for you.

E-CONSULT

E-Consult is an online patient triage system for non-urgent medical problems which allows patients to access self care advice, signposting to local services e.g. pharmacy first or symptoms can be triaged for a GP appointment, telephone consultation or a prescription if required.



Patients complete a questionnaire regarding their symptoms, once completed an email will be sent to the practice. You can access this through our website www.oldhallsurgery.co.uk



ARE YOU WAITING FOR AN 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

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.

