

# Old Hall Newsletter

## October-December 2017



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As part of our continuing commitment to our patients we are introducing a new system to ensure patients receive the most appropriate care at the most appropriate time.

To support this our skilled reception staff will now be following a standard process when patients ring for an appointment. This process will include providing some information to the receptionist about the reason for your call.

It is vitally important that you answer the questions as the responses provided will help us ensure you receive the most appropriate care.

In addition to this we are now asking patients who only require test results to ring after 11am.

This avoids our busiest periods and will ensure we are able to handle your call more effectively.

Also we would like to remind patients that repeat prescription requests cannot be taken over the phone.

Once fully embedded these changes will improve how we provide services to our patients.

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### **PATIENT PARTICIPATION GROUP**

Our next meeting is on  
24th October 2017

at Old Hall Surgery starting at 6.30pm.

If you would like to change things, then be a part of our Patient Participation Group.

Remember “if you change nothing, nothing will change”.

There will also be a talk from Andy Lavender on “Living with Diabetes”.

Andy is a Diabetes UK inspired Award winning patient for supporting others with Diabetes

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[www.carehub.info](http://www.carehub.info)

CareHub.info is a directory of non-NHS services and providers that patients can access to enable Self-Care and Active Signposting. These providers can be at national, regional or local level. Patients can find information on a range of topics that include health support issues, financial aid, volunteering, arts, activities and social groups.

It has been developed by a consortium of partners including GPs from West Cheshire CCG, Brightlife, Brio Leisure and other stakeholders in order to enhance links with, and knowledge of, Social Prescribing facilities available to our patients.

In the first instance, reception staff and doctors are signposting patients to the service, which is designed to be intuitive and simple to use. Clean screens and basic, uncluttered information streams lead patients to a plethora of external providers.

Utilising 7 of the 10 High Impact Actions in the GP Forward View, CareHub is becoming an invaluable tool at a time when resources within the NHS are stretched to breaking point.

The Actions we are developing and improving by using CareHub :

Active Signposting

Develop the Team

Productive Workflows

Personal Productivity

Partnership Working

Social Prescribing

Support Self Care

Are you are interested in using this innovative, simple product that helps you achieve your High Impact Actions and using a system that is already in place in surgeries in the North-West? If so, for a small fee your surgery can gain access to a large existing database of providers and can have local and regional organisations added as a part of the start-up package.

If you would like further details please contact CareHub Administration at [support@carehub.info](mailto:support@carehub.info).

## E - CONSULT

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

Patients must be 18 years and over and registered at the practice to use this service.

Patients access e-consult via the practice website and complete a multi-choice questionnaire regarding their symptoms.

If a patient selects a red flag question within the questionnaire the consultation will end and the patient will be directed to seek urgent medical attention.

Once the consultation is completed an email will be sent to the practice.

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## FLU VACCINATIONS

We have the flu vaccinations available now at the surgery. If you are in one of the following criteria to have this vaccination, please contact the surgery to book in for an appointment.

Over 65

Diabetes

Stroke / TIA

COPD

Pregnant

Carer

Chronic Heart Disease

Children aged 2-4 years (Nasal Flu)

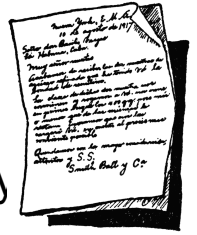
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**PLEASE INFORM THE SURGERY IF YOU CHANGE YOUR  
ADDRESS OR TELEPHONE NUMBER**

**THANK YOU**

## ANY FORM FOR COMPLETION BY A DOCTOR

Please note - You **DO NOT** need to make a Dr's appointment for completion of Holiday Cancellation / Insurance Forms, etc. You need to complete the parts on the form you are asked to do so, then bring the full letter and form to Old Hall Surgery. Please note we charge for all **NON-NHS** work. The average time for completion by the Doctor is now 10-14 day



## XMAS / NEW YEAR OPENING TIMES

Friday 22nd December 2017 - 8am to 6.30pm  
Monday 25th December 2017 - CLOSED  
Tuesday 26th December 2017 - CLOSED  
Wednesday 27th December 2017 - 8am to 6.30pm  
Thursday 28th December 2017 - 8am to 6.30pm  
Friday 29th December 2017 - 8am to 6.30pm  
Monday 1st January 2018 - CLOSED  
Tuesday 2nd January 2018 - OPEN AS USUAL

Please remember to order your repeat prescriptions in time for Xmas and New Year  
Thank you

