

OLD HALL SURGERY  
**NEWSLETTER**



April - June 2017

### Changes at Old Hall Surgery

You may be aware that Dr Alan Birch retired on 31st March after 38 Years as Senior Partner at the surgery, I'm sure you will join me in wishing him a happy retirement.

Dr Karen Griffiths will also retire as a Partner at the surgery; we look forward to seeing her in the near future as she will continue to run the Well Woman Clinic once a month at Old Hall Surgery.

Our new Partners are Dr Tracy Shaw, Dr Emily Morton, Dr Marc England from Whitby Group Practice, Dr Andrew McAlavey and Dr David Thorburn from Great Sutton Medical Practice. These five Partners will continue to work at their own surgeries as well as overseeing the clinical requirements for Old Hall Surgery, with this in mind we are pleased to announce we have recruited 3 part time Salaried Doctors, they are:

Dr Amanda Bertram who has 15 years' experience as a Partner in a practice in Chester.

Dr Pippa Anderton who is a Partner at Great Sutton Medical Practice.

Dr Frances Cunningham who is also a Partner at Great Sutton Medical Practice.

Dr Martyn Phipps will continue with us for 2 sessions a week.

Dr Josephine Hutchinson will continue with us for 5 sessions a week until she goes on maternity leave in June.

We will no longer be a training practice, so we are sad to say Dr Huw Evans will be leaving us at the end of March and we wish him well in the future.

We have also recruited an Advanced Nurse Practitioner (ANP) Diane Collins. Having an ANP at Old Hall Surgery is new to us but something most GP surgeries are moving towards.

Advanced Nurse Practitioner appointments are available on the day. These clinics are run by a highly skilled Nurse Practitioner who is able to help with many illnesses such as sore throats, ear ache, chest infections and urine infections. The Nurse Practitioner has the ability to prescribe, and in the event that you need to be seen by a GP urgently she will be able to allocate you an emergency appointment that day. The ANP is able to refer you for such things as x-rays, podiatry, ENT etc.

If you require a same day appointment with a Nurse Practitioner please telephone the surgery from 8am or you can book online.

I would like to thank you in anticipation of your patience in the next few months as we work through the changes at Old Hall Surgery.

Julie Spinks, Practice Manager

## STAFF TRAINING DAYS

The surgery will be closed from 12pm - 5pm on the following dates

Thursday 27th April 2017

Tuesday 23rd May 2017

Tuesday 27th June 2017

## Referral for treatment or investigation

### How your referral will be managed

#### **What will happen when my GP refers me?**

If your GP decides to refer you for treatment or investigation, a referral letter will be completed and sent via our Accenda electronic system, which allows the referrals to be checked and processed appropriately.

#### **What happens to my referral?**

- Your referral will be checked by the Accenda system and either:
- Returned to your GP who will provide any further information OR
- Checked by the Choice Team to ensure the referral meets the requirements of the Cheshire and Merseyside Commissioning Policy.

A Consultant will then view the referral and either:

Approve for an appointment OR

- Contact the GP with advice and guidance on patient management
- Return the referral to your GP with advice and guidance on how to manage your symptoms
- Forwarded to the relevant specialist/clinic

#### **What does clinical assessment involve?**

Clinical assessment is a detailed assessment of your referral letter which is carried out by a specialist clinician. This determines which type of service is most appropriate for you based on the information your GP has included in your referral letter. This may be:

- Your GP, if the assessing clinician can recommend a course of treatment
- A service provided by clinicians with more specialist knowledge/training
- A hospital based service provided by a consultant and their team

It is recognised that a great deal of care can be managed outside the hospital setting and there are an increased number of services which are provided to patients within the community settings. These are often more accessible to patients and in some cases avoid patients making unnecessary or inappropriate visits to a hospital outpatient clinic.

Clinical assessment ensures that, if appropriate, you are offered a community based service for your treatment and means that consultants at the hospital can spend more time seeing patients who cannot be treated by any other clinician.

#### **What happens when my referral reaches the booking stage?**

A member of staff from the Choice Team will contact you to discuss the choice of treatment providers available to you and, in the majority of cases, will be able to book an appointment for you. They may also be able to answer any other questions you have about the service.

## BEFRIENDING SCHEME (EPNAVCO)

Loneliness is one of the biggest “illnesses” affecting our older people with more and more living alone, often without the support of their family. Loneliness can have a huge effect on both physical and mental health. The service provides one to one support to older people who are socially isolated with weekly visits from a befriender.

If you would like help from this service you can ask your Doctor who can refer you or you can contact the service on 0151 370 2960. The service is based at The Community Hub, 108-112 Whitby Road, Ellesmere Port, CH65 0AB.

## PATIENT PARTICIPATION GROUP

For more details visit our website or ask at the Practice.

What does patient participation involve?

Patient participation is about patients and practices working together to improve communication between GPs, practice staff and patients and enable patients to look after their own health, with the support of their GP and practice staff.

Discuss topics of mutual interest to the practice and its patients.

Encourage improvements within the GP practice through the adoption of change in practice or structure.

Increase patient satisfaction with the service that they receive.

Patient participation is not a vehicle for individuals to voice personal interests, resolve personal issues or to get additional personal medical service. Rather, it aims to bring about positive change to the benefit of all patients and practice staff, their GP and practice staff, adoption of a change in practice or structure.

**The next meeting has been arranged for**

**Tuesday 24th April 2017**

Please feel free to attend.



Start your smokefree life today

**Call 0800 622 6968**

Text 'smokefree' to 66777

Email - [contact.quit51@nhs.net](mailto:contact.quit51@nhs.net)

IF YOU CHANGE YOUR MOBILE OR  
LAND LINE NUMBER

PLEASE LET THE SURGERY KNOW  
SO WE CAN KEEP YOUR RECORDS  
UP TO DATE

THANK YOU