



# COLDALHURST LANE SURGERY

## Newsletter

Winter 2017

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### WHEN WE ARE CLOSED

### OUT OF HOURS CONTACTS WHEN WE ARE CLOSED

Monday to Friday and  
weekends, Christmas Day,  
Boxing Day and New Years Day  
RING **NHS 111**                      **111**  
**Walk-in-Centre 01942 264002**

OR

### GP ALLIANCE

Appointments provided by  
GPs and Nurses when the  
surgery is closed.

Right Appointment at the  
Right time:-

Monday to Friday between  
6.30pm and 8.00pm  
Saturday and Sunday between  
10.00am and 4.00pm  
Please ring :-  
**01942 482848**

### CHRISTMAS AND NEW YEAR

We will be closed on the following days:-  
Christmas Day  
Boxing Day  
New Year's Day

### Patient Participation Group Membership

All registered patients are welcome to join the PPG although, in the interests of effective decision making, membership of the core is limited to twelve. Specialist sub-groups may be formed to deal with specific topics utilising individual skills and interests. Our group meets regularly approximately every 8 to 12 twelve weeks:-

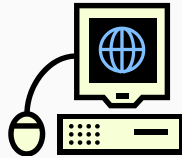
Aims and objectives include:-

1. To engage with its patients to work together on shaping future services in General practice.
2. Communication links with patients about services being delivered and issues relating to the delivery and use of them; this may or may not be directed by local or national policies.

We would like to know how we can improve our service to you and how you perceive our surgery and staff.

To help us with this, we are setting up a virtual patient representation group so that you can have your say. We will ask the members of this representative group some questions from time to time, such as what you think about our opening times or the quality of the care or service you received. We will contact you via email and keep our surveys succinct so it shouldn't take too much of your time. If you are happy for us to contact you occasionally by email please click the link below to open the sign-up form and complete all the fields.

## PATIENT ONLINE ACCESS



From 1 April 2016, it is a contractual requirement to offer online access to all detailed information, i.e. information that is held in a coded form within the patient's electronic medical record. There is no contractual requirement to provide online access to any free text that may be included within the patient record.

Patients can now register to use the following online services:-

- View a summary of your medical records
- Change your demographic details
- Book routine appointments or cancel appointments
- Order repeat prescriptions.

To use this facility please contact the receptionist to register. You will be given a user name and password. EMIS Access. [www.patient.access.co.uk](http://www.patient.access.co.uk)

## SERVICES AVAILABLE AT THE PRACTICE

The Practice Nurse, Yvonne Heywood monitors and manages the care plans for patients with long term conditions and other services that are available are:

Asthma	COPD	Diabetes	Dementia	Epilepsy
Hypothyroidism	Heart Disease	Kidney disease	Stroke	Smears
Atrial Fibrillation	Osteoporosis	Depression	Mental Health	Contraception
Baby Immuns	Travel Advice	Travel Vaccines	Shingles Vaccines	24hr BP
Care Plans	ECG	INR Monitoring	Hypertension	Chlamydia tests
Learning Disabilities	Rheumatoid Arthritis			

You will need to see the practice nurse for an annual review of your condition. Please contact the surgery on or around you birth date to collect a blood form and to make an appointment to see the nurse for your results.

## HEALTH CARE ASSISTANT

Carlie Harrison is our new Health Care Assistant and has completed the following training:-

Health and Social Care Level 3 Certificate  
NHS Health Check training – Wigan Clinical Commissioning Group  
NHS Health Care Assistant Certificate  
Safeguarding Adults and Children  
Infection Control  
Fire Safety  
Smoke Cessation Level 1 and Level 2  
CPR and Anaphylaxis Certificate  
Dementia Training  
Medical Terminology

Our Health Care Assistant Carlie Harrison is available for:-

Free NHS Health Checks 40 to 74years - The NHS Health Check is for adults between **40-74**. The checks will be offered in this surgery. The aim is to help you lower your risk of four common, but often preventable diseases: heart disease, stroke, type 2 diabetes and kidney disease if you have not already been diagnosed with any of those four diseases.

If you are eligible you will be invited for an NHS Health Check once every five years. At the check, your risk of developing these four diseases will be assessed, and you will be offered personalised advice and support to help you lower that risk. There are two parts to the NHS Health Check. First you will be asked a few simple questions and have a few straightforward health tests. These will allow an assessment of your risk.

## **OTHER SERVICES PROVIDED BY THE HEALTH CARE ASSISTANT**

- Smoke Cessation
- Weight Management - Access to Slimming World (certain criteria applies)
- BP checks
- ECG
- New Patient Health Checks
- Flu vaccinations
- B12 injections

## **ELECTRONIC PRESCRIPTIONS SERVICE**

### **What is the Electronic Prescription Service (EPS)?**

EPS is an NHS-funded service in England. It gives you the chance to change how your GP sends your prescription to the healthcare professional you choose to get your medication or appliances from.

#### **What does this mean for you?**

If you currently collect your repeat prescriptions from your GP, you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time. You will have more choice about where to get your medication from because it can be collected from a pharmacy near where you live, work or shop. You may also not have to wait as long at the pharmacy as there will be more time for your repeat prescriptions to be prepared.

#### **Is this service right for you?**

- YES – if you have a stable condition and you:
- Don't want to go to your GP practice every time to collect your repeat prescription
- Collect your medicines from the same place most of the time
- Already use a prescription collection service.

#### **NO – if you:**

- Don't get prescriptions very often
- Pick up your medicines from different places
- Travel or work away from home a lot.

This new service lets your GP practice send your prescription electronically to the place you choose to get your medication or appliance from – without the need for paper in some cases. This means there is less need for people with repeat prescriptions to call at their GP practice just to collect a prescription form.

#### **How does the Electronic Prescription Service work?**

At first, if you want your GP to send your prescription electronically, you must choose, or 'nominate', a place to receive your electronic prescriptions. This could be a pharmacy or dispensing appliance contractor. Nomination works in a similar way to a prescription collection service where the pharmacy collects your prescription for you instead of you having to collect it from your GP practice. The main difference with nomination is that your prescription will be sent electronically and you don't have

to nominate a place that is close to your GP practice. For example, you could choose to nominate a place that is convenient to where you live, work or shop.

### **When will I be able to start using the Electronic Prescription Service?**

We will be turning on the EPS system on the 10<sup>th</sup> November 2015, so if you have not already done so, please speak to the pharmacy and inform them that you wish to nominate for EPS.

### **How do I nominate ?**

There are two ways to nominate a pharmacy or dispensing appliance contractor to receive your electronic prescriptions: you can ask a member of staff at any pharmacy to record your nomination for you or you can ask a member of staff at your GP practice to record your nomination for you.

### **What happens once I have nominated?**

Once your nomination is recorded, your GP will send all your future prescriptions electronically to the place you have nominated. You should try to ensure you go to this place to collect your medication or appliance – unless you have made alternative arrangements with your GP practice. If you go elsewhere without making these arrangements you may experience delays in getting your medication or appliance.

### **How do I order my repeat prescriptions?**

You should continue to re-order your repeat prescriptions from your GP in the same way as normal. However, instead of having to collect the prescription from the GP practice, it will be sent electronically to the place you have nominated – meaning you don't have to collect the prescription from your GP practice first. You can then collect/receive your medication or appliance as normal. For 'one off' prescriptions you can use nomination for prescriptions that you only need to collect once, but as most are issued following a face-to-face consultation, it probably won't save you a trip to the GP practice.

### **Changing nominated pharmacy**

Changing your nomination is very flexible and can be changed or cancelled at any time. You can do this by either: asking a member of staff at any pharmacy or asking a member of staff at your GP practice. If you have a repeat prescription, your GP or pharmacist can tell you the best time to change your nomination. This will ensure that your next prescription is sent to the right place. It's important to remember that you don't have to use nomination on every occasion. If you don't wish to use nomination for a particular prescription you should let your GP practice know before the prescription is issued.

### **What happens if I choose not to nominate?**

Nothing – you will continue to get paper prescriptions as you do now. In the future, your prescription can be sent electronically, however, you will still be required to make arrangements to collect a paper copy of your electronic prescription. The place providing your medication or appliance will need this paper copy in order to process your prescription. Is the Electronic Prescription Service secure and confidential? The Electronic Prescription Service is reliable, secure, and confidential. Only authorised members of staff working in your GP practice, pharmacy and/or dispensing appliance contractor will be able to view your electronic prescription.

## MEDICATION STARTED AT THE HOSPITAL

If you are commenced new medication at the hospital, the hospital doctor should give you a pharmacy prescription for at least 2 weeks supply. Please **ASK** at the hospital, if this is not given, as the GPs at the surgery are unable to prescribe until they receive the letter from the hospital informing them of your new medication, or medication change.

## CHOOSING THE RIGHT SERVICES FOR EMERGENCIES

At some point, most people will need to get help because of an accident or a medical emergency. Planning ahead and understanding what your options are in an emergency will help you get the best care as quickly as possible.

**Only dial 999 in a critical or life-threatening situation, for example is someone has:-loss of consciousness**

- acute confused state and fits that are not stopping
- persistent, severe [chest pain](#)
- breathing difficulties
- severe bleeding that can't be stopped

If you or someone else is having a [heart attack](#) or [stroke](#), call 999 immediately. Every second counts with these conditions.

### ACCIDENT AND EMERGENCY

Major A&E departments are usually open 24 hours a day, every day of the year. Accident and Emergency department are for **SERIOUS ILLNESSES AND MAJOR ILLNESS ONLY**. If you don't know whether your situation is an emergency, or you don't think it is but don't know where to access appropriate help then one of the following services may be more suitable.

### WALK-IN-CENTRE

If your injury is not serious, go to [walk-in Centre](#) rather than an A&E department. You could be seen more quickly than in A&E, and it allows staff in A&E to concentrate on people with serious and life-threatening conditions. The types of injury they can treat vary, so it is best to phone before you go to check, but they may be able to treat:

- [sprains and strains](#)
- broken bones in the arm, foot or ankle
- wound infections
- [minor burns and scalds](#)
- [minor head injuries](#)
- [insect](#) and [animal bites](#)
- [minor eye injuries](#)
- injuries to the back, shoulder and chest

## NHS 11

**NHS 111:** This is a national helpline provided locally. They assess you over the telephone using tried and tested clinical pathways. Once your need has been assessed, they can direct you the right service to help or offer evidence-based self-management advice. **111 is the only way to see a GP when the practice is closed.** 111 links directly to the out-of-hours primary care service.

**So rather than wait until Monday morning to call the practice or head to A&E because you're unsure what to do, call 111.**

## GP SERVICES DURING OFFICE HOURS

For illnesses that are not life-threatening, contact your GP surgery on 01942 878711,



## GP OUT OF HOURS SERVICE

When we are closed we employ an out of hours service from 6.30pm to 8am on weekdays, and all day at weekends and on bank holidays. The Out-of-Hours (OOH) Service provides medical assistance by offering telephone advice from GPs and, at limited times, from Nurses along with face to face consultations either at home or the Out of Hours Centre in Ince. Ring 111

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

***In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.***

## LOCAL PHARMACIST

**Local Pharmacist** are Health Care Professionals with five years training behind them and a wealth of experience in helping patients with minor illnesses. Pharmacists are open when GP practices are shut (weekends and evenings). Most now have consulting rooms where you can talk in private. Next time you feel unwell, but not acutely ill, pop in and have a chat with them.



**Remember !**

Accident and Emergency is for serious illnesses and major injuries only

Make your first stop:

[www.nhs.uk](http://www.nhs.uk)  
Pharmacy  
NHS Walk-in Centre