



COLDALHURST LANE SURGERY

Summer 2015

OUT OF HOURS (OOH)

Monday to Friday
From 6.30pm to 8.00am
OOH 01942 829911

WEEKENDS OR BANK HOLS

OOH 01942 829911
NHS 111 111
Walk-in-Centre 01942 264002

Newsletter

June 2015

PATIENT PARTICIPATION GROUP

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.

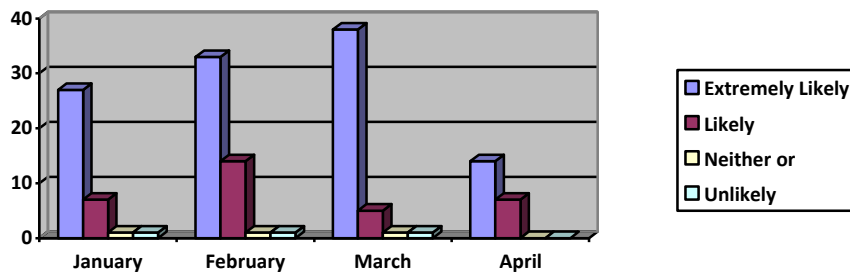
We would like to know how we can improve our service to you and how you perceive our surgery and staff.

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.

PPG Action Plan for 2015 to 2015

FRIENDS AND FAMILY TEST

Would recommend	January	February	March	April
Extremely Likely	27	33	38	14
Likely	7	14	5	7
Neither or	1	1	1	0
Unlikely	1	1	1	0



PATIENT ONLINE ACCESS



From 1 April 2015, 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

NAMED GP FOR ALL PATIENTS

From April 2015 all patients registered with this practice will have a named accountable GP, new patients will receive an amended card from Primary Care Services when they register with this practice, their named accountable GP will be the GP that is named on the card. The named GP will have overall responsibility for the care and support that our surgery provides to them. If however, you wish to select another GP at the practice, please contact the surgery. This does not prevent you from seeing any GP in the practice as you currently do.

You do not need to take any further action, but if you have any questions, or wish to discuss this further with us, please contact us on 01942 878711

ANNUAL REVIEWS

The Practice Nurse, Yvonne Heywood monitors and manages the care plans for patients with long term condition, such as Asthma, COPD, Diabetes, Dementia, Epilepsy, Hypothyroidism, Heart Disease, Kidney disease, Stroke, Learning Disabilities, Atrial Fibrillation, Peripheral Arterial Disease, Osteoporosis, Depression, Mental Health problems, you will need to see the practice nurse for an annual review of your condition. Please contact the surgery on or around your birth date to collect a blood form and to make an appointment to see the nurse for your results.



HOLIDAY VACCINATIONS

Patients travelling abroad are advised to complete a Travel Questionnaire at least six weeks before departure. You will be asked to ring back in a couple of days, when you will be informed what vaccinations will be required. Some patients may need to attend a travel clinic for certain vaccinations. Malaria tablets may be needed and can be obtained either from the pharmacy or on a private prescription depending on the destination

HEALTH CARE ASSISTANT

Cherryl Twist is our new Health Care Assistant and has completed the following training:-

2014 NHS Health Check training – Wigan Clinical Commissioning Group

2015 Smoke Cessation Level 1 and Level 2

2015 CPR and Anaphylaxis Certificate

Cherryl is also currently doing the Health and Social Care Level 3 Certificate

Our Health Care Assistant Cherryl Twist 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. The check will take 20 minutes.

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

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

The out-of-hours period is 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 Primary Care Centre at Incefield House. Outside of normal surgery hours ring 01942 829911.

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
Pharmacy
NHS Walk-in Centre