

Northgate Village Surgery Newsletter

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Also available to subscribe to on our website:

www.northgatesurgery.co.uk



Get the vaccination — not the flu!

It is very important to protect yourself against flu by simply having the free vaccination here at the surgery if you are eligible.

You are eligible for a free flu vaccination at the practice if you:

- Have diabetes
- Are aged 65 and over
- Care for a friend, relative or neighbour
- Have a long-term condition which places you at higher risk of flu virus complications
- Are pregnant
- Have a BMI of 40 or above
- Are 2 or 3 years old

If you are not eligible for a free flu vaccination, then unfortunately you cannot have a vaccination here at the surgery.

This year, there are THREE different types of flu vaccine available:

1. Nasal spray vaccine — This vaccine has been proven to be most effective in children and young people aged 2 to 17.
2. Quadrivalent injected vaccine — This vaccine has been proven to be most effective in people aged 18 to 64.
3. Adjuvanted trivalent injected vaccine — This is a NEW vaccine available this year, which has been proven to be most effective in people aged 65 and over. If you will be turning 65 before March 2019 then you will be eligible for this vaccine as well.

Don't delay—book in for your free flu vaccine here at the Practice today!

We want to hear from you!

Patient feedback is important to the surgery - it helps us to identify areas where we can improve the service we provide for patients. For example, after receiving feedback a new fish tank was introduced, and a children's area has been created with the help of the Patient Participation Group (PPG).

We have worked together with the PPG to create a questionnaire which focuses on **appointment availability**.

This questionnaire is available for patients to fill out in the waiting room at the surgery, may be included in any postal correspondence from us, and is also available to complete online:

www.surveymonkey.co.uk/r/ZLQHYDJ

Shingles

Don't let shingles become a burning issue!

If you're aged **70, 78 or 79** you are eligible for the shingles vaccine which can be done at the same time as your flu vaccination.

You are also eligible if you received an invite last year but did not receive the vaccine, please ask at reception if you are not sure.

Unfortunately if you are aged 80+ you do not qualify as it is proven to not be effective in this age group.

Like us on Facebook! 

Teaching practice

We are a teaching practice, and so there may be a medical student or GP registrar sitting in during your appointment. If you do not feel comfortable with the student sitting in, please inform a member of staff prior to your appointment. It is vital that the students get this first hand experience in order for them to further progress in their training.

Appointment Attendance

We have been monitoring appointment attendance over the past 3 months and you may find the results quite surprising.



In June 2018 **77** patients failed to attend GP appointments and **58** patients failed to attend appointments to see the nurse.

In July 2018 **71** patients failed to attend GP appointments and **68** patient failed to attend appointments with the nurse.

In August 2018 **68** patients failed to attend GP appointments and **45** patients failed to attend appointments with the nurse.

As you may be aware, GP and Practice Nurse appointments are currently in extremely short supply and every missed appointment costs the NHS in excess of £24.50 each. The total cost to the NHS caused by missed appointments at the surgery in the last 3 months is over £9,400.

If you are unable to attend your appointment, please contact the surgery immediately so that your appointment is available for someone else.

Health Review Reminders

Please be aware that regrettably there is sometimes a delay in sending out review letters, so if you know that you are due for your review and have not received a letter, please contact the surgery and the Reception team will be happy to book you in or advise when you will need to book in for.

Don't forget that you can have your annual review bloods done at the surgery, or at the Countess of Chester Hospital—all you need is a blood test request form, which can be issued at reception. Just phone ahead so we can prepare it for you to collect.

Minor Illness at the Pharmacy

Your local pharmacist may be able to help you with your minor ailment or illness, such as a cold or flu symptoms. If you are unsure or maybe even to seek some advice then please contact your pharmacy.

Useful Telephone Numbers

When the surgery is closed, the following services are available:

NHS 111—This service is for non-emergency medical advice and is available 24 hours a day, 365 days a year. This has replaced Out of Hours.

In a life-threatening emergency ring **999**

This service is for emergencies only.



Change in Contact Details?

If you change your mobile number please inform us as soon as possible as we can now contact you via text for multiple things, not just appointment reminders. You can even cancel appointments via text up to one week in advance!

If we do not hold your correct contact information (including your telephone number & address) then we will not be able to contact you regarding results, referrals or review appointments.

Staff Changes

We are pleased to welcome Danielle C, Val and Millie to our Reception team, and wish Sian and Danielle W all the best with their future careers.

Dr Chris Korulla has now finished his training with us, and is continuing his training elsewhere in Chester. We wish him all the best.

Our new registrar Dr Karen Wong started with us in August and will be with us for 12 months.

We have also welcomed our new foundation doctor, Dr Chris Halford, who has taken over from Dr Connie Shingles. We wish her good luck with her next placement.

We will also be wishing our Diabetic Nurse Sister Sue Gibson a very happy retirement as she leaves us at the end of September. Sue has been with the Practice for a number of years and will be missed.

Cheshire Change Hub

Your GP can refer you for a FREE exercise programme at Brio Leisure (Northgate Arena) if you have one of the following conditions:

-  •Diabetes •BMI 30 - 34.9
•Hypertension •Osteoporosis
•Mental health problems

Want to know more?

Ask your clinician at your next appointment, or pick up a leaflet in the waiting room today!

Could you Go Sober for October?

Become a 'soberhero' and go 31 days without alcohol to raise money for Macmillan, and enjoy the financial and health-related benefits along the way!

Sign up today at:

www.gosober.org.uk

Take a break...

See if you can solve our Flu Season word search!

- Flu
- Bug
- Vaccine
- Cold
- Nurse
- Cough
- Doctor
- Sneeze
- Pneumonia

Q	D	S	N	E	E	Z	E	F
C	O	U	G	H	N	V	X	L
Y	C	F	S	U	U	A	M	U
I	T	Z	E	K	R	C	W	P
C	O	L	D	J	S	C	H	K
M	R	V	B	H	E	I	M	X
P	N	E	U	M	O	N	I	A
A	Q	K	G	F	D	E	R	Z

Pills & Potions- Medicine Manager Corner

Antibiotics are important medicines for treating bacterial infections. However, bacteria can adapt and find ways to survive the effects of an antibiotic.



This means antibiotics are losing their effectiveness at an increasing rate. The more we use antibiotics, the greater the chance bacteria will become resistant to them and they can no longer be used to treat infections.

Antibiotic resistance is one of the most significant threats to patients' safety. It is driven by overusing antibiotics and taking them inappropriately.

To slow down the development of antibiotic resistance, it is important to use antibiotics in the right way. Antibiotics should be taken as prescribed, and never saved for later or shared with others.

Unfortunately there is also a lot of medication wastage, to help this cause we very kindly ask you to check the medication in the bag that you are given by the pharmacy as any medication that is incorrect or not ordered/needed can be given back to the pharmacy but cannot be returned once they have left the pharmacy.

Join The PPG Today!

The PPG (Patient Participation Group) is a group of patient volunteers who attend meetings to promote good health and help support and improve the planning, provision and delivery of local NHS services.

Can I join?

All you need to join is a positive attitude and an interest in supporting best practice for patients and staff!

If that sounds like you, please ask at Reception for a sign-up sheet.

The PPG also has 'virtual' members who are patients unable to attend meetings due to mobility or work commitments, but still want to share their views and ideas.



Support & Advice for Carers

If you are looking after a sick, disabled or frail relative or friend without payment then you qualify as a carer. If you wish to register as a carer, please contact reception. If you are registered as a carer then you can access free support and advice from Carers Trust.

For free support and more information about caring including your benefits and rights as a carer, please contact Cheshire & Warrington Carers Centre on
0300 102 0008

For further information, please visit the Carer's Trust website www.carers.org

Phlebotomy at the Countess

As many of you are aware, the Countess of Chester hospital provide a phlebotomy walk in service Monday– Friday 7.30am until 6pm. Did you know that you now have the ability to book online to avoid the queues?

To book online go to:

www.coch.nhs.uk/blood-test-booking

Information Leaflet

The PPG has worked together with the surgery to produce an information leaflet with details of local and national charities and services.

This leaflet is available in the waiting area of the surgery in the leaflet racks by the TV screens.

If you have any suggestions for organisations which could be included in this leaflet, please inform a member of the Reception team, or email the PPG at wcccg.northgatevillagesurgeryppg@nhs.net

Donation Box

Following discussions with the PPG, an open donation box has been introduced for patients and staff to donate good quality items for the patients at St Werburgh's Medical Practice for the Homeless. The donation box is kept in the waiting room in the information alcove.

Acceptable items for donation include:

- Hats
- Scarves
- Gloves
- Socks
- Unisex toiletries
- Men's toiletries
- Other unused clothing

The PPG Projects Fund may be used to sporadically buy items for the donation box.

Opening Hours

The Practice is open from 8am to 6.30pm Monday to Friday. We will be closed for staff training between 12.00pm – 5.00pm on the following days:

Thursday 27th September

Tuesday 23rd October

Tuesday 27th November

Wednesday 12th December

Don't get the flu — get the vaccination! Book in today.

Follow us on Twitter @NGVSurgery

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