

# Northgate Village Surgery Newsletter

Dr I R Minshall  
Dr R M Davies  
Dr R H Banks  
Dr L D Cooley  
Dr J J Crasta



Northgate Village Surgery  
Fountains Health  
Delamere Street  
CHESTER CH1 4DS

Telephone: 01244 564319  
Fax: 01244 370762

NorthgateVillage.Surgery@NHS.net



## Spring Edition

Welcome to the 21<sup>st</sup> edition of the Northgate Village Surgery Newsletter.



### Duty Doctor - Telephone Triage

A Duty Doctor is the doctor who deals with **urgent** matters for that day only. If you feel your medical issue cannot wait, or that you must speak or be seen on the day, the Duty Doctor may be able to help you over the telephone.

Our reception staff will take your name and phone number and ask for an outline of the problem to help the doctor assess its priority. You will be added to the Duty Doctor telephone triage list and will be contacted by the Duty Doctor to discuss your problem. They will be able to provide telephone advice, and where appropriate may issue a prescription or book an appointment for you to be seen by a doctor or prescribing nurse.

Patients will only be added to the Duty Doctor's telephone triage list if it is an urgent problem that needs to be dealt with that day. If this is not the case, Patient's will be asked to call back to book an appointment the following day or offered the next available routine appointment.

### Minor Illness at the Pharmacy

Your local pharmacist may be able to help you with your minor ailment or illness, such as insect bites, cold and flu symptoms or mild skin conditions.

For more conditions that your pharmacy may be able to help with please visit [www.nhs.uk](http://www.nhs.uk)

If you are unsure or maybe even just need 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.

### Opening Hours

We are open from 8am to 6.30pm  
Monday to Friday.

The Practice will be closed for staff training between 12.00pm – 5.00pm on the following days:

Wednesday 21<sup>st</sup> February

Thursday 22<sup>nd</sup> March

Tuesday 24<sup>th</sup> April

Tuesday 22<sup>nd</sup> May

The surgery will be closed on the following bank holidays:

Friday 30<sup>th</sup> March

Monday 2<sup>nd</sup> April

Monday 7<sup>th</sup> May

Monday 25<sup>th</sup> May

### Secretary Direct Line

Did you know you can now phone our Secretary **direct** for any queries about referrals? **Just ring: 01244 385542**

## Free After 3 Parking

Cheshire West and Chester's 'free after 3' parking scheme is due to finish soon. Therefore all car parks may no longer be free after 3pm, including the Delamere Street car park.

If you intend to use the car park when attending an appointment, please make sure to take a green ticket from the ticket machines at the entrance barrier. The green ticket can be validated at Reception or Well Pharmacy to give you cheaper concessionary parking.

## Appointment Attendance

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

In November 2017 **56** patients failed to attend GP appointments and **88** patients failed to attend appointments to see the nurse.

In December 2017 **77** patients failed to attend GP appointments and **60** patients failed to attend appointments to see the nurse.

In January 2018 **46** patients failed to attend GP appointments and **65** patients failed to attend appointments to see the nurse.

This equates to approximately 26 wasted clinics over 3 months, which means over **65 hours of appointment time lost.**



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 £9,600.

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

## 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.

## Staff Changes

We would like to wish a happy retirement to Pam who will sadly be leaving us at the end of February.

We wish her all the best in the future and thank her kindly for all the hard work and dedication over the past 27 years!

## Pills & Potions—Medicine Management Corner

### Why is my medicine out of stock?

Recently two manufacturers have had problems making their medicine which means they cannot be sold. Some medicines are now in short supply. Also recent changes in the exchange rates means that stock sold to pharmacies in the UK may now be being sold in other countries meaning there is less stock available.



### What is the difference between brands and generics?

Medicines will often have more than one name. A Generic name which is the ingredient of the medicine (for example ibuprofen). Often generic medicines are made by a number of manufacturers. A brand is the name of the manufacturer or pharmaceutical company gives to the medicine (for example Nurofen). Only that manufacturer can make that brand. If your doctor prescribes by brand name the law says that the pharmacy has to supply that brand. If your doctor prescribes using a generic name the pharmacy can supply any manufacturers generic product.

## 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.

## GP Online Access

GP Online Access (AKA Patient Access) is a secure Internet system whereby patients can perform certain tasks online which are usually carried out over the telephone or in person, such as booking an appointment.

You can also apply to have access to your full medical records, including test results and hospital letters.

If you wish to register for GP Online Access please enquire at reception as for security reasons two forms of identification are required. Please note that we are unable to offer GP Online Access to patients under the age of 16.

For further information please visit:

[www.patient.info/patient-access](http://www.patient.info/patient-access)

## 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](mailto:wcccg.northgatevillagesurgeryPPG@nhs.net)

## We want to hear from you!

Your opinion matters! 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. All suggested improvements are passed on to the surgery Patient Participation Group for further discussion. Questionnaires are available at the reception desk when visiting the surgery, and there is an online questionnaire available to complete here:

[www.surveymonkey.co.uk/r/G9LN976](http://www.surveymonkey.co.uk/r/G9LN976)

## PPG Projects Fund Update

Thank to you everyone who has made donations to the PPG Projects Fund so far. The PPG raised a fantastic £162.57 from the Christmas fundraiser, and are going to be holding an Easter fundraiser this year with a hamper raffle and Easter chicks and bunnies for sale.

The PPG are currently raising money for a set of wheelchair-friendly scales, which will be shared with Northgate Medical Centre.

The PPG Projects Fund has previously been used to purchase the children's furniture in the waiting room, a new emergency rescue bag, and a new Doppler probe for the nursing team.

## Feedback

Over the last 3 months 131 patients said that they were likely or extremely likely to recommend the surgery to a friend or family member.

We also had numerous positive comments about the services that we provide– we would like to share our favourites with you below:

*“Excellent courteous, efficient service.”*

*“GPs, nurses and staff very helpful & explain well.”*

*“Very modern, efficient and professional.”*

## Have you been waiting longer than 30 minutes?

If you have an appointment in the surgery and have been waiting over 30 minutes please advise reception who can check on how late the clinician is running. Please advise the receptionist if you are no longer able to wait and they will do their best to see if another clinician is able to see you.

## 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](http://www.carers.org)

## Need a weekend or evening appointment?

You can now book to see a GP, nurse, physiotherapist or phlebotomist in the evening, at weekends and on bank holidays.

The General Practice Extended Hours service provides patients with routine General Practice appointments outside of core opening hours at six locations across West Cheshire every:

Monday to Friday: 6:30pm – 9:30pm

Saturday & Sunday: 9am – 6pm

Bank Holiday: 9am – 2pm

To book an appointment call 0300 123 7743 or speak to the practice reception team.

Find out more here:

<https://www.westcheshireccg.nhs.uk/whatwedo/gpextendedhours/>

## It's that time of year again...

If you suffer with hay fever and have been prescribed medication or treatments by the GP before, you do not need to book an appointment to see the GP again this year. You can request your medication or treatment at Reception as you would normally do with a regular repeat medication.



## Planning your summer holiday?

If you are planning to travel outside of the UK, don't forget to book a 20 minute appointment with the Practice Nurse. **A travel form must be completed** prior to booking the appointment. Please be aware that the appointment must be **at least 2 weeks after receiving the questionnaire** in order for the nurse to review your information and order any immunisations that you may need.



When filling out the Pre-Travel Risk Assessment Form please be as specific about your destination as possible. For example, 'Ko Samui, Thailand' instead of 'Thailand'.

Travel consultations are about much more than just immunisations—the nurse will also be able to give you practical advice on keeping well while you are away, so even if you don't think you need any immunisations please book to see the nurse.

For further information and advice before you travel, please visit [www.nhs.uk/Livewell/travelhealth/Pages/Travelhealth](http://www.nhs.uk/Livewell/travelhealth/Pages/Travelhealth)

## 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:

**CHESHIRE CHANGE HUB**

- Diabetes
- Mental health problems
- Hypertension
- BMI 30 – 34

### **Want to know more?**

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