

Northgate Village Surgery Newsletter

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Also available to subscribe to on our website:

www.northgatesurgery.co.uk



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.

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.

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:

Tuesday 30th April

Tuesday 21st May

Tuesday 18th June

Thursday 25th July

Tuesday 20th August

The surgery will be closed on the following bank holidays:

Friday 19th April

Monday 22nd April

Monday 6th May

Monday 27th May



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.

Appointments

Fed up of the long wait time? So are we! Please help us to help you—if you are unable to attend your appointment or no longer need it, please contact the surgery immediately so that your appointment is available for your neighbour.

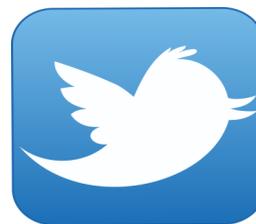
If every person who did not need their appointment any more cancelled it, then there would be at least 58 extra GP appointments and 54 nurse appointments available PER MONTH.

Over the course of December, January & February 174 people failed to attend GP appointments, and 162 people failed to attend appointments to see the nurse.

On average, each appointment is allocated 10 minutes of the clinician's time, so this means that well over **56 hours of clinic time were wasted** through people not turning up in 3 months alone.

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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.

Going Abroad?

If you are planning to travel outside of the UK, don't forget to book a 20 minute appointment with the Practice Nurse at least 8 weeks before you go.

Just follow these easy steps:

1. Fill out a Pre-Travel Risk Assessment Form on our website or by collecting the form from the Reception desk.
2. Once you have completed and returned the form, book a 20 minute travel consultation with the Practice Nurse. Please be aware that the appointment must be at least 2 weeks after you have handed the form in.
3. Attend your travel consultation for immunisations (if required) and practical advice on keeping well while you are away.

For further information and advice before you travel please visit www.nhs.uk/live-well/healthy-body/before-you-travel/

Why do clinicians run late?

Doctors running late is a common problem. It's the number one complaint for most doctors surgeries across the country.

Patients often feel that they do not want to waste the clinicians time by booking a double appointment (20 minutes) but sometimes end up needing a longer than a standard 10 minute appointment to discuss their matters. You do not need two problems to book a double appointment with the GP, you are more than welcome to ask for a double appointment if you know that you have a more complex problem or would like the extra time to discuss things thoroughly.

Along with seeing patients in their regular clinic the doctors are constantly approached with queries from all sorts of departments and must find the time in between these tightly booked appointments to deal with them.

When you book a routine telephone call the receptionist will often say that they cannot give you a specific time, this is because the doctor also squeezes these calls within their day and it is hard to predict when they will be calling.

Blood Test Appointments

From February 2019 we reduced the number of blood test appointments we have available to book. This is so that we can offer more services such as health checks and long term condition reviews.

Blood tests can also be done at the Countess of Chester Hospital Outpatients department. Please ask at reception for more details.

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.

If you are unsure or maybe even just need some advice then please contact your pharmacy.

Want to help improve our service?

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.

What has the PPG done so far?

- Bought the children's table & chair set
- Set up the surgery newsletter (which you are reading now!)
- Introduced the text message appointment reminder system
- Worked with the Council to move the disabled parking bays closer to the lifts

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.

PPG Projects Fund Update

For the past 2 years the PPG have been raising money through various fundraising activities to purchase a set of wheelchair accessible scales, and in March together with Northgate Medical Centre these scales were finally bought! This means that wheelchair users and those less able to stand can be weighed accurately and receive more comprehensive care. Thank you so much to everyone who has donated to the Fund through buying knitted goodies and raffle tickets.

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. The Fund is also used to buy wool & stuffing for the teddy bear kits. If you would like to knit a teddy bear please ask for a kit at the Reception desk.

Feedback

Here is some feedback we have received from our patients through our patient survey:

“Really decent Dr who takes the time to listen and comprehend”

“Very considerate staff and they value your wishes and show respect where needed. Keep up the good work.”

“The Doctor listened to me and I did not feel rushed. I felt reassured after the appointment”

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.

It is also available as an app for mobile devices.

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

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.

For further advice please visit:

www.nhs.uk/conditions/hay-fever/



Pills & Potions—Medicine Management Corner

As from 1st April 2019 Prescription charges will increase to £9.00 per single item, however the 3 month PCC and 12 month PCC will remain the same.

For further information please visit:

www.gov.uk/government/speeches/nhs-prescription-charges-from-april-2019

You may be able to get free NHS prescriptions. To see if you are eligible please visit:

www.nhs.uk/using-the-nhs/help-with-health-costs/get-help-with-prescription-costs/

Electronic Prescriptions

From 2nd April Schedule 2 & 3 Controlled Drugs (such as Tramadol) can now be sent electronically to your pharmacy of choice. If you would like to sign up for Electronic Prescriptions please ask at the Reception desk or your local pharmacy. This service is not available in Wales.



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