

Northgate Village Surgery Newsletter

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Summer Edition

Also available to subscribe to on our website:

www.northgatesurgery.co.uk



Going Abroad?

If you are planning to travel outside of the UK, don't forget to book in to see the Practice Nurse for immunisations and practical travel advice at least 8 weeks before you go!

Just follow these easy steps:



1. Fill out a Pre-Travel Risk Assessment Form on our website. You can also collect a form from Reception.
2. Once you have completed and returned the form, book a 20 minute travel consultation appointment with the Practice Nurse. Please be aware that the appointment must be at least 2 weeks after you have handed the questionnaire in. This will give the Nurse time to review the form, and order in any vaccinations as required.
3. Attend your travel consultation for immunisations (if required), and practical advice on keeping well while you are away.

Secretary Direct Line

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

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:

Thursday 25th July

Tuesday 20th August

Thursday 26th September

Wednesday 30th October

The surgery will be closed on the following bank holidays:

Monday 26th August

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 on weekday evenings, weekends and bank holidays.

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

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.

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.

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 March, April & May 185 people failed to attend GP appointments, and 163 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 **58 hours of clinic time were wasted** through people not turning up in 3 months alone.



Staff Changes

We have also recently welcomed our new foundation doctor, Dr Abby Goodchild, who has taken over from Dr Ashleigh Milner. We wish her good luck with her next placement.

Homeless Donation Box

The PPG donation box in the waiting area will now be used to give donations to the local Share Aid shop for their Homeless Hub to give out toiletries and clothes to homeless people every day.

Pills & Potions—Medicine Management Corner

Can you help your local NHS tackle the problem of medicine waste?

Yes you can! Medicine waste is a serious and growing problem within the NHS. Sometimes, patients or their carers continue to request more repeat medicines than needed and stockpile them at home. This wastes millions of pounds and huge quantities of medicines.

How can you help?

- Check what medicines you have at home before ordering more and only order what you need.
- If you need to go into hospital please take all of your medicines with you.
- Please check your prescription is correct before leaving the pharmacy as once the medicine has left the building they are not allowed to accept it back and will have to dispose of it.



Make sure you have enough medication to last the holidays

As the summary holiday season begins, we kindly remind patients to ensure they have enough medicine to see them over the holiday period. If you are going away and need more medication, please put this information on your prescription request.

Patient Access

Patient Access (AKA GP Online 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 currently unable to offer GP Online Access to patients under the age of 16.

For further information please visit:

www.patient.info/patient-access

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.

Young Person's Section

Exam Pressures & Stress

Exam season can be a particularly stressful time of year, however make sure to take time for yourself to relax and take a break when you need to.

If you're feeling stressed about your exams, **you are not alone**. Visit

www.childline.org.uk/info-advice/school-college-and-work/school-college/exam-stress/ for more information and tips for dealing with stress.

Holidays



With summer holidays right around the corner, make sure to complete a travel questionnaire & book in to see the Practice Nurse to get your travel vaccinations as well as useful advice on keeping well while you're away. You can also visit www.nhs.uk/live-well/healthy-body/before-you-travel/.

Sexual Health

The Sexual Health Hub at Fountains Health has regular clinics which provide confidential advice and free supplies (such as condoms). This service is available to people of all ages, even if you are under 16.

The drop-in clinics are as follows:

Monday 8.30am—11.30am

Tuesday 8.30am—11.30am

Tuesday 3.30pm—6.30pm (19 & under only)

Wednesday 8.30am—11.30am

Thursday 8.30am—11.30am

Friday 8.30am—11.30am

Saturday 8.45am—3.30pm

To book an appointment please ring 0300 247 0020.

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.

Are you looking after someone?

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

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Get connected with Care Hub

Care Hub is an online directory of services and providers that everyone can access to help improve & support self-care.

To get started visit: www.carehub.info/?practice=N81121



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.



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.

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:

- The logo for Cheshire Change Hub, featuring the text 'CHESHIRE CHANGE HUB' with a stylized arrow pointing right.
- 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!

