

Northgate Village Surgery Newsletter

Dr I R Minshall
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



Winter Edition

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!

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.

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.

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 12th December 2018

Tuesday 29th January 2019

Thursday 28th February 2019

Wednesday 27th March 2019

The surgery will be closed on the following bank holidays:

Tuesday 25th December 2018

Wednesday 26th December 2018

Tuesday 1st January 2019

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 Trust on **0300 102 0008**

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

PPG Christmas Fundraiser

Following the success of last year's fundraiser, the PPG are holding another Christmas fundraiser for the PPG Projects Fund this year.

The PPG will be knitting little Christmas puddings and crackers with chocolates and satsumas inside, and there will also be a raffle for Christmas hampers with lots of lovely things to lift everyone's spirits.

Raffle tickets and knitted items will be available to buy at the Reception desk.

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.



Stay Well This Winter

Winter conditions can be seriously bad for your health, especially for people aged 65 or over, and people with long-term conditions.

Keep warm—this may help prevent colds, flu or more serious health conditions such as heart attacks, strokes and pneumonia.

Eat well—food gives you energy, which helps to keep you warm. So, try to have regular hot meals and drinks throughout the day.

Have the flu jab—this may be available for you to have for FREE.

Visit our website for information on topics covered in the newsletter, and more!

www.northgatesurgery.co.uk

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. 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/>

Staff Changes

We are pleased to welcome our new Apprentice Yasmin to our Reception team, and our new Nurse Lucie Davies to our Nursing team.

We have also welcomed our new foundation doctor, Dr Ashleigh Milner, who has taken over from Dr Chris Halford. We wish him good luck with his next placement.

Homeless Donation Box

The PPG and Practice have set up an open donation box for patients and staff to donate items which will benefit patients of St Werburgh's Medical Practice for the Homeless. The donation box is located in the waiting room next to the fish tank.

Acceptable items for donation include hats, scarves, gloves, socks and unisex toiletries. The PPG Projects Fund may be used to sporadically buy items for the donation box.

All contributions to the St Werburgh's donation box really do make a difference.

"I wanted to write to thank all of you for the massively generous donations you have made to the St Werburghs Medical Practice for the Homeless patients.

I manage the practice under contract from the local CCG and I know that the donations will all be very much appreciated by the patients when they are given out—nearer Christmas.

I know from my conversations with the patients that nearly all of them have very sad stories behind them (many out of their control) and everything we do makes a difference. Even a clear pair of socks goes a long way to help someone living on the street.

As you probably know we offer normal GP services to them but this, as you can imagine, often leads to more than that—Social, Housing and Mental Health are common conversations with the patients

Once again many thanks for your contributions. They will be well used." - Gary Howorth, Practice Manager at St Werburghs Medical Practice for the Homeless

Travel Forms

If you are planning to travel outside of the UK, please book in to see the Practice Nurse for immunisations and practical travel advice at least 6-8 weeks before you go.

Please be aware that if you are planning to travel within the next 2 weeks the Practice Nurse will not be able to see you.



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

Shingles

If you're aged 70 to 74, or 78 to 79 you are eligible for the shingles vaccine also which can be done at the same time as your flu vaccination.

Appointment Attendance

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



In September 2018 53 patients failed to attend GP appointments and 57 patients failed to attend appointments to see the nurse.

In October 2018 67 patients failed to attend GP appointments and 73 patient failed to attend appointments with the nurse.

In November 2018 55 patients failed to attend GP appointments and 65 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 £9,000.

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

Pills & Potions—Medicine Manager Corner

Which medicines can I buy without prescription?

Some medicines for minor illnesses can be bought over the counter without a prescription, so you can treat yourself without needing to see a GP.

Simple painkillers and cough remedies, for example, can be bought directly from supermarkets and other stores.

Other types of medicine, such as eye drops or emergency contraception, are available without a prescription but need a pharmacist's supervision, so are only available to buy from behind the pharmacy counter.

Prescription-only medicines, such as antibiotics, must be prescribed by a qualified health professional.

This may be a GP, hospital doctor, dentist, nurse, pharmacist, optometrist, physiotherapist or podiatrist.

Brand names versus generics—Many medicines have at least two different names:



- the brand name – created by the pharmaceutical company that made the medicines
- the generic name – the name of the active ingredient in the medicine.

Generic versions will be the same as the branded medicine because they contain the same ingredients and are used more often by the NHS because they are just as effective but cost far less.