

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
NorthgateVillage.Surgery@NHS.net



Autumn Edition

Welcome to the Northgate Village Surgery Newsletter.



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.



Your local Pharmacy

Pharmacists can give treatment advice about a range of common conditions and minor injuries, such as cold or flu symptoms, earache, diarrhoea and sickness, conjunctivitis, cystitis or urine infections.

You can also get advice and information about your medication from your local pharmacist.

B12 Injections

If you have been diagnosed with low vitamin B12 levels by the GP, you may need to have regular B12 injections. This is usually every 12 weeks.

Because the injection stays in your body for a long time, your vitamin B12 stores will not go down quickly even if you are a couple of weeks late in having your injection, so please do not worry if you have to wait a few extra days when booking in—this is perfectly safe.

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.

Need a weekend or evening appointment?

You can now book a routine appointment to see a GP, nurse, physiotherapist or phlebotomist in the evening, at weekends and on bank holidays through the General Practice Extended Hours service.

To book an appointment call **0300 123 7743**.

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.

However, did you know that you now have the ability to book online to avoid the queues? To book in go to: www.coch.nhs.uk/blood-test-booking

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.



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.

Staff Changes

We have welcomed our new foundation doctor, Dr Jennifer Bellamy, who has taken over from Dr Abby Goodchild. We wish her good luck on her new placement.

Val and Yasmin have now left the Reception team, and we wish them all the best with their future careers.

Take a Break...

See if you can take on this medical word search challenge!

| | | |
|------------|--------|----------|
| ANTIBIOTIC | GAUZE | HOSPITAL |
| SURGERY | GLOVES | CPR |
| MEDICINE | SICK | BED |
| CARE | DOCTOR | REST |

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

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

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 June, July & August 166 people failed to attend GP appointments, and 130 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 **49 hours of clinic time were wasted** through people not turning up in 3 months alone.



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.

Secretary Direct Line

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

Free Mental Health support online

Silver cloud is a new self-referral portal to access treatment from Primary Care Mental Health Team for Anxiety, Depression or stress due to life events.

If you are experiencing any of these conditions and are not currently receiving treatment from the mental health team, you can directly register using the following link to access therapy that is tailored to your condition, under the supervision of a Psychology Wellbeing Practitioner.

To find out more, visit:

<https://westerncheshireiapt.silvercloudhealth.com/signup/>



Opening Hours

Our normal opening hours are 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 26th September

Wednesday 30th October

Thursday 28th November

Tuesday 17th December

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

Young Person's Section

Education & Careers

The new school year has started, and Success at School is a place where you can download subject guides, and explore career paths.

To find out more visit <https://successatschool.org/>

Looking after your Mental Health

Mental health problems can occur for lots of different reasons, exactly the same as physical health problems. Just like with your physical health, it's really important to take good care of your mental health.

Young Minds is the UK's leading charity for helping to improve the mental health and wellbeing of young people. Visit www.youngminds.org.uk to find out more.

Looking after your 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.

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