

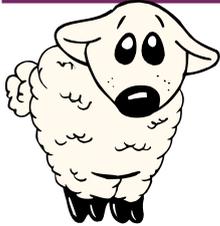
Northgate Village Surgery Newsletter

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Also available to subscribe to on our website:

www.northgatesurgery.co.uk



Keep up to date—Covid-19

For the latest health guidance relating to coronavirus please visit www.nhs.uk/conditions/coronavirus-covid-19.

As of 23 March 2020, social distancing measures are in place. Make sure to stay 2 metres (3 steps) away from others outside your household, and only leave your home for essentials and exercise.

For the latest information relating to coronavirus case numbers and government actions, please visit www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public.

For the latest global information and statistics visit www.who.int/health-topics/coronavirus.

Please remain vigilant against potential fraudsters during this time, and avoid spreading false or misleading information and chain messages on sites such as Facebook and Twitter, and through apps such as WhatsApp.

Changes in Practice—Covid-19

In line with national guidance, we are trying to perform as many services remotely as possible. This includes appointments, sick notes, sample collection and drop-off, and prescription requests.

For the latest information on temporary Practice changes and building access visit our website www.northgatesurgery.co.uk.

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. NHS 111 also has an online service: 111.nhs.uk

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 28th April

Wednesday 20th May

Tuesday 23rd June

Wednesday 22nd July

Thursday 27th August

The surgery will be closed on the following bank holidays:

Friday 10th April

Monday 13th April

Friday 8th May

Monday 25th 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 52 nurse appointments available PER MONTH.

Over the course of December, January & February 175 people failed to attend GP appointments, and 158 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 **55 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.

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.

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.

Goodbye fax machine

From 31 March 2020 we will no longer have the facility to send and receive faxes.

All written correspondence must now be either postal or via email. The Practice's email address is:

northgatevillage.surgery@nhs.net.

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.

No need to see your GP—Direct Access Services

You can access the following services directly without having to see or speak to your GP first:

- **Physiotherapy**—Book in to the Physio First service by contacting the Reception team on 01244 564219 for any condition you feel you may require physiotherapy for.
- **Mental health support**—Sign up for self-guided mental health support using Silver Cloud online at www.iaptportal.co.uk/chwsilvercloud
- **Wellbeing service**—Book in to see the Wellbeing Co-ordinator by contacting the Reception team on 01244 564319 for support on other aspects of your life which you are struggling with, such as finances or socialising.

Feedback

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

“Efficient and friendly staff who care”

“Drs are 10 out of 10 but reception and nurses 12 out of 10”

“Friendly staff and Dr's and nurses who give you time and care”

“Great service provided, real good care, and informative”

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 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 £9.15 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

The vast majority of our prescriptions are sent electronically directly to the pharmacy of your choice. To ensure that your prescription goes to the pharmacy electronically, when submitting your prescription request or speaking to the GP please tell them where you want your prescription to go. This service is not available in Wales.



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