

Northgate Village Surgery Newsletter

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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 29th January 2020

Thursday 27th February 2020

Wednesday 25th March 2020

Tuesday 28th April 2020

The surgery will be closed on the following bank holidays:

Wednesday 25th December 2019

Thursday 26th December 2019

Wednesday 1st January 2020

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

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.

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.

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/>



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.



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**.

Staff Changes

In September we sadly said goodbye to Sam Connor, and she is sorely missed by all.

We have welcomed our new foundation doctor, Dr Georgia Farrag, who has taken over from Dr Jennifer Bellamy. We wish her good luck with her next placement.

We have also welcomed Jess and Debbie to our Patient Services Administration team.

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 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.

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

www.northgatesurgery.co.uk

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 September, October & November 180 people failed to attend GP appointments, and 183 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.

Young Person's Section

Online Record Access

From the age of 16 you can apply to have online access to your medical record—this means that you can book appointments online (or through the smartphone app), request repeat prescriptions, and view test results and hospital letters. To find out more visit our website

www.northgatesurgery.co.uk.

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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