

## YORK ROAD GROUP PRACTICE – NEWSLETTER – WINTER 2016



### STAFF NEWS

We welcome Dr H Owen as a salaried GP who will be working Tuesday/Wednesday/Thursday each week and is taking over the care of Dr McKenzie's patient list.

We also welcome Raj Gandhi our new Physiotherapist onto the Practice team.

Don't forget you can now book to see physio for an assessment and don't need to see your doctor first. Monday afternoon between 1-4pm He deals with the following:

- Back pain
- Neck Pain
- Shoulder pain
- Sports injuries
- Sprains and strains
- Trapped Nerves
- Twisted ankle
- Whiplash

This service isn't for patients who have already been referred to the Physio service

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### PRACTICE ARRANGEMENTS FOR CHRISTMAS AND NEW YEAR

The practice is closed from **6.30pm on Friday 23<sup>rd</sup> December and opens again 8am on Wednesday 28<sup>th</sup> December 2016**

**It closes on Friday 30<sup>th</sup> December and opens again on Tuesday 3<sup>rd</sup> January 2017**

### Prescriptions

Remember it takes two working days to process a repeat prescription – the last day to order before Xmas is Wednesday 21/12/16

Prescriptions ordered on Friday 23/12/16 won't be ready until Thursday 29/12/16

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### PATIENT PARTICIPATION GROUP

If you have an interest in improving the local health services and you would like to work with us why not join our patient participation group?

See the board in reception or our practice website for more details

### PROTECTED LEARNING AFTERNOONS

The Practice is closed on the following afternoons from 12 noon for training sessions:

**Wednesday 23 November 2016**

**Thursday 15<sup>th</sup> December 2016**

**Thursday 26<sup>th</sup> January 2016**

If you need a doctor urgently and can't wait until we re-open please phone 1-1-1

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### Year of Care Service for patients with long term conditions

All patients with long term conditions will be invited for their annual health check in their birthday month.

Diabetic patients will have this done over two appointments the first appointment is with the Health Care Assistant who will take your blood, blood pressure, test your urine and check your foot pulses.

Your results will then be posted out to you with some paperwork to complete.

The second appointment is two weeks later for the practice nurse to discuss the results of your tests and any issues you have identified on your year of care paperwork.

### FLU VACCINATION CAMPAIGN

We have vaccinated 1800 patients to date

Many of you are entitled to a free vaccination especially if you have a chronic disease diagnosis of diabetes, Heart, COPD, Asthma, Kidney disease, Spleen, auto Immune patients, Children aged 2, 3 & 4 years of age, pregnant ladies, registered carers & all patients over 65years of age. Those of you who haven't booked yet for your vaccination please contact reception.

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### Text messaging service

The practice can now send your results via text message but you must sign up for this service, so please pop in to reception and ask

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one of the team to sign you up for access. You must always keep us updated if you change your number otherwise your results could end up being sent to the wrong person.

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**Please watch out for our new look website coming soon!**

### PHARMACY FIRST SCHEME

Many of the local pharmacies are offering a Pharmacy First scheme and their pharmacist is trained to deal with the following minor conditions which don't need to be seen by a doctor. Please note not all pharmacists participate in this

**Colds** are caused by a virus and do not respond to antibiotics. Symptoms can be eased by over the counter medications such as paracetamol or ibuprofen.

**Earache** – The most important treatment for most earaches is pain relief and over the counter analgesia should always be taken, If no improvement then consult your nurse or Doctor.

**High Temperature** occurs with infections. In children it is important to stop the temperature rising too quickly, this can be done by giving paracetamol, such as Calpol. If no improvement or symptoms worsen then you will need to seek medical advice .

**Sore throats** are often caused by a virus and can often be treated with over the counter medication . If a sore throat persists for more than 4 days or child becomes unwell then please seek medical advice.

They can also treat the following:

- Management of head lice
- Diarrhoea & Vomiting
- Conjunctivitis
- Vaginal Thrush (aged 16-60yrs)
- Worms
- Cough
- Cystitis in women (aged 18-60yrs)
- Thrush in infants

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### Local Befriending service

EPNAVCO is offering a free befriending scheme and they are looking for both volunteers to befriend people and patients who

would like to use this service.

For more information contact: 0151 356 7358

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### Keeping well scheme

The local Clinical Commissioning Groups (CCG) and Cheshire West and Chester Council (CWAC) have joined together to give help and advice to patients on keeping well.

For more information on how to keep well all year round please use the following Website: [www.westcheshirelocaloffer.co.uk](http://www.westcheshirelocaloffer.co.uk)

### Friends and Family test

Here are the latest results for the practice & as you can see we haven't had many forms completed. Please would you take a minute while you are waiting and complete a questionnaire and place it in the blue box on reception desk

How likely would you recommend our practice to friends and family if they needed similar care or treatment?

	Aug	Sept	Oct
Extremely likely	5	70	32
Likely	5	38	22
Neither likely or unlikely	0	7	1
Unlikely	1	1	1
Extremely unlikely	0	3	0
Don't know	0	3	0

### Telephone calls

The admin staff answered 8858 calls into the practice during October, which averages 441 calls per day. See below:-

Wk beginning 3/10/16	2088
Wk beginning 10/10/16	2187
Wk beginning 17/10/16	2321
Wk beginning 21/10/16	2262
<b>Total</b>	<b>8858 calls</b>

We handle a mixture of calls each day all day which include:-

- Appointment requests
- Home visit requests
- People who have forgotten when their apt is
- Requests for referral letters to hospital
- Requests to chase up hospital appointments
- Patients querying prescriptions

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- Pharmacies querying prescriptions
- All types of test results
- Requests for all kinds of reports
- Requests for letters to other agencies
- Requests for medical advice
- People asking for other organisations phone numbers
- Information requests from other allied health professionals

**So before you pick up the phone to call us ask yourself do you need to or could you access appointments/prescriptions/ or your records on line.**

**Why not ask at reception how to do this.**