

Wellfield Health Centre

Newsletter

Spring 2018



Pharmacies

Did you know that pharmacies offer more than just prescription services?

Your pharmacist can issue medication and advice for minor ailments; they can review your medication with you and deliver your prescription to your door.

For minor ailments the pharmacies run a service called 'Care at the Chemist'. If you develop any of the following ailments you can visit the chemist in the first instance:

- Allergic rash, bites and stings
- Athletes foot
- Cold sores
- Conjunctivitis
- Constipation
- Cough/Cold/Sneezing
- Diarrhoea
- Hay fever
- Head lice
- Headache/Temperature/Fever
- Indigestion/heartburn
- Mouth ulcers
- Nappy rash
- Nasal congestion
- Sore throat
- Teething
- Threadworms
- Vaginal thrush

The pharmacist will assess you and decide if you need any medication and issue this for you or if the pharmacist feels it is warranted they will advise you to see your GP. This service is available to all patients registered with a participating GP practice. Children under the age of 16 must be accompanied by a parent/guardian.

Under the 'Care at the Chemist' scheme if you receive free prescriptions you will not pay for any medication recommended by the pharmacy.

Improving Access to GP Services

To help to improve access to GP services HMR CCG have been working in partnership with Rochdale Health Alliance and the local GP Federation to implement some changes.

One of these changes is Practice Opening Times. From October 2017 all practices across Heywood, Middleton and Rochdale will open from 8.00am to 6.30pm and will have their telephone lines and reception open. This will enable patients to make appointment requests from 8.00am or to pick up a prescription on the way to work.

Managing Demand

The main change you will notice is that when you request an appointment the receptionist will ask you some questions to assist them to make sure you see the most appropriate person in the shortest time possible, as it may not always be necessary for you to see a GP. The questions will cover:

- Nature of the problem?
- Duration of the problem?
- Severity of the problem?

Please help the receptionist to help you by answering the questions.

Electronic Prescribing Service

We are able to send your prescription requests directly to the pharmacy of your choice.

This means that when you order your repeat prescription you do not need to collect it at the surgery, it will go to the pharmacy of your choosing and you can either collect it from them or ask them to deliver it to your home.

To find out more speak to a member of our prescribing team.

Missed Appointments

In April 2018, we had a total of 284 booked appointments where the patient did not attend. 215 of these were Doctor's appointments (this is the equivalent of one GP working 7 full days!) 69 were appointments to see the Practice Nurses, Health Care Assistants and Phlebotomists. We are often informed by patients that it can be very difficult to get an appointment and we are always reviewing and changing the appointments system to meet demand.

If the above had been cancelled or rearranged, 284 more patients could have been seen and had a shorter waiting time. We do not enjoy having to inform patients that appointments are unavailable so, please support us by contacting the surgery if you are unable to keep an appointment so that it can be used by somebody else.

Following the introduction of text appointments reminders the number of missed appointments is reducing but with your help we can reduce the number of missed and wasted appointments even further.

In order for us to utilise the text reminder system effectively, please make sure we have an up to date mobile phone number for you. Please note however that this service is not compulsory and patients can choose to 'opt out' simply by letting us know your preferences.



Paediatric Nurse Practitioner

Parents are now able to refer directly to the Paediatric Nurse Practitioner clinics. If your child/young person is aged under 19 and has any of the following conditions/symptoms you are invited to ring 01706 676777 to book an appointment (subject to availability).

The nurse is happy to see children/young people who live within the borough of Rochdale with any of the following conditions:

Exacerbation of asthma	Coughs and colds
Sore throats	High temperature
Earache	Rashes
Vomiting	Loose stools
Abdominal pain	Generally unwell

Please note the following conditions will require an urgent medical review at A&E or the Urgent Care Centre:

- Wounds inflicted by glass or involving glass
- Inhaler not relieving symptoms
- Unresponsive or floppy
- Head bobbing
- Tracheal tug
- Pale or blue in colour
- Difficulty in talking
- Marked stridor (a harsh vibrating noise when breathing)
- Flaring of nostrils
- Head injuries with reported loss of consciousness



NHS 111

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

When to use 111

You should use the NHS 111 service if you need medical help or advice but it's not a life-threatening 999 emergency situation.

Call 111 if:

- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or the practice is closed
- you need health information or reassurance about what to do next

If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.

For immediate, life-threatening emergencies, continue to call 999.

How does it work?

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses and paramedics. They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you to the local service that can help you best. That could be A&E, an out-of-hours doctor, an urgent care centre or a walk-in centre, a community nurse, an emergency dentist or a late-opening chemist.

Where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to.

If NHS 111 advisers think you need an ambulance, they will immediately arrange for one to be sent to you.

Calls to 111 are recorded. All calls and the records created are maintained securely, and will only be shared with others directly involved with your care.

Patient On-Line Services

This service allows patients to book appointments, order repeat medications and see aspects of their own medical record from a PC, tablet or Smartphone.

You will need to register for this service by completing an application form which can be collected from reception or downloaded from our website. Please bring your completed form with two forms of I.D, one photo ID (passport or driving license) **and** proof of address (utility bill or bank statement). Please note this service is not currently available to patients under the age of 16.

Please note responsibility for keeping medical information confidential lies with the patient when accessed outside Wellfield Health Centre.



Living Well is part of the Big Life Group and provide the following services:

- Stop Smoking Service
Get help with quitting smoking (you are 4 times more likely to quite with help than going it alone)
- Exercise Referral Scheme
Helping you access physical activity whatever your needs and abilities
- Sexual Health
Advice and information
- Health Trainers and Living Well Coaches
Support with improving your lifestyle and health.

Living Well work alongside other services in Rochdale and can help you find the right help and support even if it is a service they do not deliver themselves.

Living Well Coaches can help with low mood, weight, getting more active, smoking and reducing your alcohol intake. The Coaches can work with you one to one or in a group. All decisions about changes to your lifestyle are made by you and supported by the Coaches for up to a year.

For more information you can pick up a leaflet at the surgery or visit the website

www.thebiglifegroup.com/big-life-centres

or ring Living Well direct on 01706 751190.

All services provided by Living Well are free of charge to you.

WiFi



We now have NHS WiFi available free to all our patients.

To connect to the WiFi on your personal device scan for WiFi and look for NHS WiFi, choose this option and this will take you to the NHS WiFi Public Access landing page. Follow the instructions on screen to register.

You will be given a 4 digit PIN number which will last for 4 days. After this time you will have to recreate an account. This is because WiFi remembers all devices that log onto it and as you can imagine this would be a lot of patients which will then clog up the WiFi memory. This would eventually slow the system down and so it deletes accounts automatically every 6 days.

Please note the WiFi is **NOT** secure.

The WiFi is for the benefit of patients waiting in reception, however please note that staff are unable to help with any difficulties patients may have accessing the service.

New Website

Our new look surgery website is now up and running.

www.wellfieldhealthcentre.co.uk

The new website has been designed to provide you with up to date news and information on Wellfield Health Centre and provide NHS endorsed advice on a wide range of common conditions.

New GP Trainee

We would like to welcome our new GP trainee, Dr Eamon McCool who will be with us until August 2018.

GP Retirement

Dr Horrocks is retiring on 30th June 2018 after 35 years at the practice. We will all be sad to see him go. Don't worry if Dr Horrocks is your registered GP, you will be allocated one of the other GPs as your registered doctor and as always will be able to see any doctor in the practice. We will also be welcoming Dr Sarah Cross to the surgery who will start with us in July.

Good luck and enjoy your retirement Dr Horrocks!

Did you know...
you can book to see a GP or nurse at evenings, weekends and bank holidays?

Patients registered with a GP surgery can access additional GP and nurse appointments from four hub locations across the borough at the following times:

6.30pm - 9pm weekdays
8am - 6pm Saturdays and bank holidays
10am - 1pm Sundays.

To book an appointment please speak to your GP receptionist or ring the central booking line on 0161 763 8292.

www.gpcare.services.co.uk/thereforyou

GP Care Services

There for you.

For patients who require routine treatment but struggle to attend appointments during working hours due to their own work commitments, there is a new service. Patients who are registered with a GP in Heywood, Middleton or Rochdale can book evening and weekend GP appointments at one of the 'Extended Hours Hubs'.

The hubs are based in Middleton, Rochdale, Littleborough and Heywood, opening times below:

6.30pm - 9pm Monday to Friday

8am - 6pm Saturdays and bank holidays.

10am - 1pm Sundays.

There are also nurse appointments available on Saturdays.

Patients can make an appointment by calling 0161 763 8292.

Why does the receptionist need to ask what's wrong with me?

It is not a case of the receptionists being nosey!

The reception staff are member of the practice team and it has been agreed they should ask patients 'why they need to be seen'. Reception staff are trained to ask certain questions in order to ensure that you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.

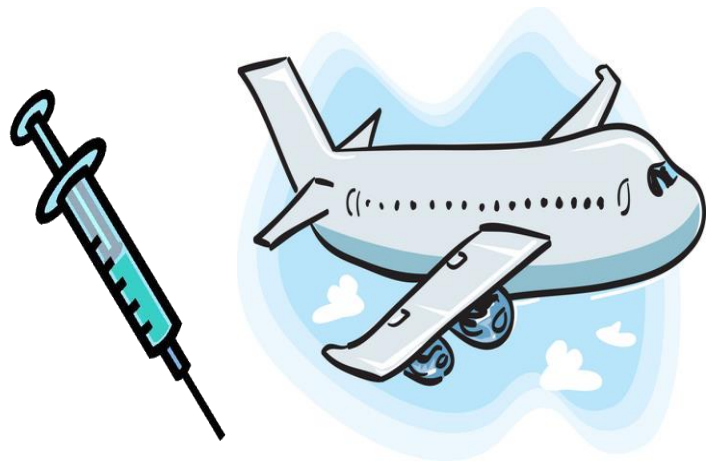
Receptionists are asked to collect brief information from patients:

1. To help doctors prioritise house visits and phone calls.
2. To ensure that all patients receive the appropriate level of care.
3. To direct patients to see the nurse or other health professional rather than a doctor where appropriate.

Reception staff, like all members of the team, are bound by confidentiality rules

- Any information given by you is treated strictly confidentially.
- The Practice would take any breach of confidentiality very seriously and deal with accordingly.
- You can ask to speak to a receptionist in private away from reception.
- However if you feel an issue is very private and to not wish to say what this is, then this will be respected.

Thank you for your support



Staying Safe in the Sun

Never use sun cream that has a Sun Protection Factor (SPF) lower than 15 to protect against UVB and make sure your sun cream has at least a four-star UVA protection. As well as sun cream ensure that you wear appropriate clothing, including hats and sunglasses.

As a guide, an adult needs two teaspoons of sun cream if just covering the head, arms and neck or two tablespoons if covering the entire body whilst wearing a swimming costume.

Children's skin is more sensitive than adults and repeated exposure to sunlight could lead to skin cancer developing in later life. Children under the age of 6 months should be kept out of direct strong sunlight. From March to October all children should cover up with suitable clothing, spend time in the shade (particularly between 11am and 3pm) and wear at least factor 15 sunscreen applied to all areas of skin not protected by clothing, such as face, ears, feet and backs of hands.

How to deal with sunburn

Sponge sore skin with cool water then apply soothing aftersun or calamine lotion.

Painkillers such as paracetamol or ibuprofen will ease the pain by helping to reduce inflammation caused by sunburn.

Travel Vaccinations

You don't always need vaccinations to travel abroad. If you do, the recommended vaccinations will vary, depending on:

- which country you're visiting and, in some cases, which part of the country
- the season or time of year when you'll be travelling (for example, the rainy season)
- whether you'll be staying in a rural area, or an urban or developed area
- what you'll be doing during your stay, such as working in or visiting rural areas
- how long you'll be staying
- your age and health

See one of the practice nurses for advice about travel vaccinations. They can also tell you about protecting yourself from malaria.

Alternatively, you can visit a local private travel vaccination clinic for your UK boosters and other travel jabs.

For more information visit

<https://www.nhs.uk/conditions/travel-vaccinations/>

or

<http://www.wellfieldhealthcentre.co.uk/info.aspx?p=19>