

Wellfield Health Centre Newsletter

Autumn/Winter 2017



The flu vaccine is now available and if you are aged 65 or over or in an 'At Risk' group it is recommended that you have the flu vaccination to help to keep you healthy.

At Risk patients include those with an underlying health condition, such as diabetes, long-term heart disease or respiratory disease. Also included are pregnant women, patients with a weakened immune system and patients with a BMI>40.

If you are at risk or aged 65 or over you will be invited to attend one of our Drop-in –Clinics for your flu vaccination. If you are unsure whether you should attend or not, please speak to a receptionist.

We also offer the Nasal Spray Flu Vaccination for children aged 2 and 3 and also for children aged 2 to 17 years who are at particular risk of flu.



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 to improve access.

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 patient to make appointment requests from 8.00am or to pick up a prescription on the way to work. Although consultation times are not changing, the amended opening times will allow patients more access to the practice.

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.

For more information on improving access, please see the Rochdale Health Alliance leaflet "Improving Access to GP Services" or visit the practice website at www.wellfieldhealthcentre.co.uk.

Missed Appointments

In August 2017, we had a total of 259 booked appointments where the patient did not attend. 199 of these were Doctor's appointments (this is the equivalent of one GP working 6 full days!) 60 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.

If the above had been cancelled or rearranged, 259 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, if we can work together to cut down on the number of appointments not being attended, we feel that it would help both staff and patients to provide and receive the best service possible. Please support us by contacting the surgery if you are unable to keep an appointment.

To this end, please inform us as soon as you possibly can if you will not be able to attend so that your appointment could be used by somebody else in need. We understand that sometimes this can be difficult if the phones are busy but the fewer appointments missed means the fewer patients frustrated by having to wait longer.

Please note we now have an **SMS Text Reminder Service**. This service sends appointment confirmations, reminders of booked appointments and allows patients to cancel appointments, all by text message.

In order for us to utilise this system effectively, please make sure we have an up to date mobile phone number for you. 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

Patient Access is now available. 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.

Christmas and New Year Opening



The practice will be closed on Monday 25th December and Tuesday 26th December for Christmas. We will reopen on Wednesday 27th December at 8.00am.

The practice will be closed on Monday 1st January 2018 and will reopen on Tuesday 2nd January at 8.00am.

If you are feeling lonely, isolated or depressed, not just at Christmas, but at any time you can contact any of the following services for help and advice.

Samaritans (116 123) operates a 24-hour service available every day of the year. If you prefer to write down how you're feeling, or if you're worried about being overheard on the phone, you can email Samaritans at jo@samaritans.org.

Childline (0800 1111) runs a helpline for children and young people in the UK. Calls are free and the number won't show up on your phone bill.

PAPYRUS (0800 068 41 41) is a voluntary organisation supporting teenagers and young adults who are feeling suicidal.

Depression Alliance is a charity for people with depression. It doesn't have a helpline, but offers a wide range of useful resources and links to other relevant information. <http://www.depressionalliance.org/>

Students Against Depression is a website for students who are depressed, have a low mood or are having suicidal thoughts. Bullying UK is a website for both children and adults affected by bullying. <http://studentsagainstdespression.org/>

The Sanctuary (0300 003 7029) operates a 24-hour service available every day of the year, for people who are struggling to cope - experiencing depression, anxiety, panic attacks or in crisis.

CALM (for males) – 0800 58 58 58 call or use the web-chat at: www.thecalmzone.net (5pm – midnight).

Silverline - 0800 470 8090. This is for people over 55 years.

A&E – Open 24 hours each day, every day.

You can go to either:

Bury Accident and Emergency Fairfield General Hospital, Rochdale Old Road, Bury, BL9 7TD.

Oldham Accident and Emergency Royal Oldham Hospital, Rochdale Road, Oldham, OL1 2JH.

New GP Trainees

We would like to welcome our new GP trainees, Dr Matthew Pickford who will be with us until August 2018 and Dr Farvah Javed who will be with us until February 2018.

Changes to the Waiting Area

During our Patient Participation Group meetings we have discussed making improvements to the waiting area to enhance patient confidentiality and visibility of the call board. Over the ensuing months you may therefore notice some changes to the layout and we would be grateful for your patience while we make these improvements.

NHS
Heywood, Middleton and Rochdale
Clinical Commissioning Group

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

Health Screening Awareness Day

- Screening
- Information
- Local resources



Thursday 9th November 1pm to 3pm.

Everybody welcome.

Come along and find out more about the health screening on offer to you.

You will be able to speak to health advisors about many different health and lifestyle issues.