

Wellfield Health Centre Newsletter

Winter 2019

Missed Appointments

In November 2019 we had a total of **322** booked appointments where the patient did not attend. **243** of these were GP appointments and **79** were appointments to see the Practice Nurses, Health Care Assistants and Phlebotomists.

Patients often tell us that it is difficult to get an appointment and as a consequence we are constantly reviewing and changing the appointments system to meet the demand.

If the above patients had contacted the surgery to cancel their appointments **322** more patients could be seen. Please bear this in mind and if you are unable to attend an appointment please ensure you cancel it with us. To make cancelling easier if we have your mobile telephone number you will receive a text reminder about your appointment which allows you to text back if you are unable to attend.

As per our Practice policy if you fail to attend a pre-booked appointment on three occasions in the space of 6 months, an informal warning letter will be sent to you, advising that a further occurrence could risk removal from the practice.



Unable to keep
your appointment?



Please help us
by letting another
patient have your
appointment if
you cannot use it.

Simply text **CANCEL** in response to your
appointment reminder!

For more information about how
you can cancel* your appointment
please ask at reception.

The HUB

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.

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:

- ✓ Children/young people under 19 years
- ✓ Exacerbation of asthma
- ✓ Coughs and colds
- ✓ Sore throats
- ✓ High temperature
- ✓ Ear ache
- ✓ Rashes
- ✓ Vomiting
- ✓ Loose stools
- ✓ Abdominal pain
- ✓ Generally unwell
- ✓ Mild skin conditions/eczema

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.

Flu vaccinationit's never too late!

If you have still not had your flu vaccination please note that we are still running open sessions between 7am and 5:30pm all day on Tuesdays and Thursdays until the end of November; there is no need for an appointment on these days, just drop-in at your convenience. It is never too late to get vaccinated but we would urge patients who are most at risk to get vaccinated as soon as possible. If you are unsure whether you are eligible for a free NHS flu vaccine please contact reception.



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
Indigestion/heartburn
Cold sores
Conjunctivitis
Constipation
Cough/Cold/Sneezing
Diarrhoea
Sore throat
Threadworms

Headache/Temperature/Fever
Athletes foot
Head lice
Hay fever
Mouth ulcers
Nappy rash
Nasal congestion
Teething
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.

Electronic Prescribing

Our electronic prescribing system (EPS) allows you to request your prescription and this can then be sent electronically to a pharmacy of your choice. This will save you a trip to the surgery to collect your prescription and you can either contact the pharmacy and request they deliver your medication, or you can call at the pharmacy in person to collect it.



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.

Organ Donation

From spring 2020, organ donation in England will change to an 'opt out'. This means that unless you record your decision not to donate or you are in one of the excluded groups you will be considered to have agreed to be an organ donor.

The reason for the change is to help to improve and save more lives. For more information regarding the organ donor register and your choices ring: **0300 303 2094**.

or visit the website at: <https://www.organdonation.nhs.uk/uk-laws/organ-donation-law-in-england/>



The Practice will be closed on Wednesday 25th December and Thursday 26th December for Christmas. We will reopen on Friday 27th December at 8.00am.

The practice will also be closed on Wednesday 1st January 2018 and will reopen on Thursday 2nd January at 8.00am.

When the surgery is closed you can contact NHS 111, The Urgent Care Centre or A&E at Fairfield General /Hospital or The Royal Oldham Hospital

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://studentsagainstdepression.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.

Be prepared...

To make over your medicine cabinet

Coughs, colds, headaches and other common illnesses can leave you feeling unwell and struggling to carry on as normal. Be prepared by keeping a well-stocked medicine cabinet at home.

All it takes is just 5 minutes to make sure your medicine cabinet is ready to help you manage common illnesses. GPs recommend your medicine cabinet should contain the following:

- ✓ A self care guide
- ✓ Painkillers, such as paracetamol or ibuprofen
- ✓ Antihistamines for allergies
- ✓ Antiseptic cream for bites and stings
- ✓ A laxative to help constipation
- ✓ Sunscreen
- ✓ A first aid kit with plasters and bandages to manage cuts and sprains



Self Care For all the Family



Always be careful to follow the product instructions and regularly check medicines are still in date. If you're not sure what medicines to stock or how best to treat the symptoms of common health problems, ask your pharmacist for advice.

