

# SPRING NEWSLETTER 2017

LATEST PRACTICE NEWS

1ST MAY 2017

## HELLO AND WELCOME TO OUR SPRING 2017 NEWSLETTER

### Announcements

One of our nurses Sister Garvey has left the practice. She was a great addition to our team and will be missed.

Our registrar Dr Nawab has also completed her training with us and has moved to another practice. We wish her well in her future career.

Our new registrar Dr Williamson will be commencing in early August 2017.

### Practice News

We have reviewed our appointment systems once again due to patient feedback and as a result, we now offer more pre-bookable appointments most days. We also offer telephone appointments which have been very successful, especially for informing patients of results and planned follow ups. This has enabled us to free up face to face appointments for those who really need it. We are aware there is always a pressure for appointments as current demand outweighs supply but we are doing our best to address these issues.

We now have a phlebotomist on Tuesday and Thursday from 8:30am - 11:30am (No appointment required) for patients of the practice to have their bloods taken



### Healthy Tips

Now that spring is here and we are all looking forward to some better weather, here are some pointers on how to keep healthy.

For hayfever sufferers please request your antihistamines early. Early treatment will reduce the symptoms for you.

Summer holidays are impending, may I remind all those planning a holiday or travel abroad to see a practice nurse early as immunisations and boosters may be required. If you need regular medication please ensure you make your request in good time before your travel and remember to take your medicine with you.

Care at the chemist remains available for minor ailments and for advice. The pharmacist will signpost you back to your GP if it's a problem they are not able to manage.



## On-line Access

Patients can order prescriptions and book appointments on-line and also view their medical record.

If you would like to have access to view your medical records on-line, just complete the application on-line at <http://patient.emisaccess.co.uk> or ask at reception for further details.



## Extra Appointments at GP Extra



We also offer the facility for patients to book a doctor's appointment at the Beeches Medical Centre for our patients to be seen by other doctors at the HCRC in Widnes town centre. The facility is known as 'GP Extra'. Patients can be seen from 6:30pm - 9:00pm, Monday to Friday and at weekends from 9:30am - 3:30pm.

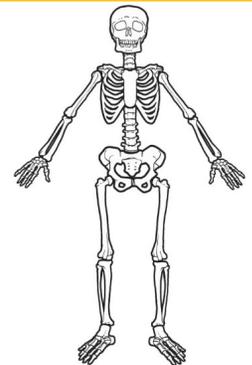
The facility is useful for people who can not get an appointment on the day at their own surgery or for people who work during the day.

## New Self-referral for Musculoskeletal Pain/Physiotherapy

Patients can now self-refer for musculoskeletal pain without seeing their GP by **contacting 0151 495 5472**.

Patients will receive a 10 minute telephone appointment slot initially to talk about their symptoms. The physiotherapy practitioner can then give the best options on the way forward.

Patients can also self refer for podiatry services, please ask for a form at reception.



## A New Way of Referring Patients for Treatment

### **PLEASE ENSURE WE HAVE YOUR CORRECT CONTACT NUMBER**

If your doctor refers you for treatment, a referral letter will be sent electronically to the Central Lancashire Integrated Referral Gateway. A specialist clinician will then clinically assess the referral and then send to the appropriate department. Within 24 hours a referral will reach the booking stage and patients will be contacted by phone or text (with consent), so please ensure that we have your updated contact details.



## Friends and Family Results

We have had some excellent comments from patients regarding their care via 'Friends & Family' feedback questionnaire. 86% of our registered patients would recommend the practice to friends and family.

DR S BAKER - May 2017

## Closed List

Due to high demand the partners made the decision to apply for a closed list, this means that no new patients can register at the practice. Immediate family members of registered patients and new babies are still able to register. The practice will publicise when the list re-opens.