

AUTUMN NEWSLETTER 2014



WELCOME TO OUR AUTUMN NEWSLETTER

In August we said a sad farewell to our Practice Manager, Christine Kenyon, who had worked for the practice for 18 years. We wish to give a warm welcome to Denise Smith who has now joined us as our new Practice Manager. Denise has worked as an Assistant Practice Manager in Alsager so comes to us with plenty of experience and we wish her a long and happy future with the practice.



Flu Vaccinations:

Please can we remind you that if you suffer from any of the following or are over 65 then it is highly recommended that you have your flu vaccination:-

Chronic heart disease or breathing complaints (including patients with chronic asthma who use a preventative inhaler), Chronic Kidney or Liver disease, Diabetes, Lowered immunity due to a disease or treatment such as steroid medication or Cancer treatment, neurological disease, MS, Parkinsons disease, patients with learning disabilities or any other serious medical condition.

You should have the flu jab if you are the main carer of an elderly or disabled person whose welfare may be at risk if you fall ill with influenza.

We have the following flu clinics at our surgeries, please telephone the surgery to make an appointment:

Tarporley: Tuesday 7th October – 1.00 pm to 4.30 pm
Thursday 16th October – 3.00 pm to 5.15 pm
Tuesday 28th October – 1.00 pm to 5.10 pm

Tarvin: Thursday October 9th – 8.30 am to 11.30 pm
Thursday November 6th – 8.30 am to 11.30 pm

Waverton: Thursday October 16th – 8.30 am to 1.00 pm
Thursday October 30th – 8.30 am to 1.00 pm

2, 3 and 4 year old Nasal Flu's (including up to 17 year olds with a chronic disease, learning difficulties etc): We will be sending out letters to patients who are eligible for the childhood nasal flu's.

Shingles: We will be sending letters out to patients who are eligible for shingles vaccinations and putting on special clinics during February 2015. The criteria is all patients who are aged 70, 78 or 79 on 1st September 2014.

Prescriptions:

You can now send your repeat prescriptions to us via the following website, provided you are registered. Please remember to write in the message box on screen which surgery you wish to collect your prescription from, before submitting your request.



www.patient.co.uk

If you are registered to book appointments on-line you do not need to re-register for this service. If you need registration details please ask at reception.

You can still order your repeat prescriptions by email, but **please use the following email Addresses:**

Tarporley: wcccg.tarporleyrepeatscripts@nhs.net

Tarvin: wcccg.tarvinscripts@nhs.net

Waverton: wcccg.wavertonscripts@nhs.net

You can still order repeat prescriptions by putting them in the boxes at our surgeries, or by telephone.

PLEASE NOTE: The email addresses are only to be used for ordering repeat prescriptions. If ordering by email or fax, please ensure you include your name and address so we can identify you correctly on our computer system.



STAFF TRAINING DAYS:

The surgeries will be closed from 12.00 on the following days for staff training:

Tuesday 21 st October 2014	Thursday 27 th November 2014
Tuesday 16 th December 2014	Wednesday 28 th January 2015
Tuesday 24 th February 2015	Wednesday 18 th March 2015



COMMUNITY SELF CARE DAY

Please come along and join us for tea and coffee at the **Tarporley Community Centre** on **Tuesday 18th November 2014** between **10.30 am and 4.30 pm**.

The event is being held to enable people in the area to find out about the public, private and voluntary organisations that are available in the community to improve health and wellbeing with a focus on self care.

A wide range of local organisations will be at the event including: Diabetes UK, Stroke Association, British Lung Foundation, Chester Heart Support group, Cheshire Carers, OPAL (Older People Active Lives), The Red Cross, Tarporley U3A, Healthwatch, Silverline plus many more. There will also be demonstrations by Tumble Tots and Age UK throughout the day. There will be raffles and a cake sale in aid of Tarporley War Memorial Hospital. If you would like to get involved by providing raffle prizes or baking cakes, please contact the practice.

This event is being put together by the Patient Participation Groups from both Tarporley Health Centre practices, Kelsall and Bunbury Medical Centres, supported by West Cheshire Clinical Commission Group and Cheshire West and Chester Council. PPG members will be available to talk patients at the event.



PATIENT PARTICIPATION GROUP NEWS

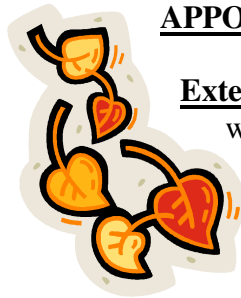
The Patient Participation Group is pleased to support the above initiative and members of the PPG look forward to speaking with patients at the event to talk about the work of the PPG within Dr Campbell and Partners practice.



New Recall System for patients with Chronic Diseases:

We are continuing to call patients in for their annual review during the month of their Birthday. We feel this not only helps our staff but also patients will be able to remember when their annual review is due. This applies to patients with the following long term conditions:

Asthma, Diabetes, High Blood Pressure, Heart Disease, Stroke, Chronic Airways Disease (COPD).



APPOINTMENTS:

Extended Hours/Appointments: If patients feel that they would benefit from a weekend/late appointment, there is an Extended Hours Service that runs every evening and Saturday mornings at Helsby, Tattenhall or Ellesmere Port. This service is for patients who are unable to make an appointment during our core hours and to access this services you should ring 01244 385422.

Booking Appointments: If your condition is non-urgent you can expect to see a GP within two working days, although you may have to wait longer if you wish to see a particular GP.

If you do not need an appointment within two working days, you also have the option to book up to **four weeks in advance** if this is more convenient for you. Thus appointments are in two categories either 'pre-bookable' up to four weeks ahead or 'available on the day'. The latter are reserved for **urgent cases on the day**. **'Available on the day' appointments cannot be released earlier by the receptionist as this would prevent urgent cases from gaining access.** We also have a number of Book-on-the-week appointments, and in certain circumstances Doctors can make telephone calls to patients, rather than them coming into the surgery. **Each person attending the surgery needs a separate appointment.**

On -Line Appointments: You can also make your appointments on-line. If you would like to use this service please ask the receptionist for a registration form. **Please note that individual registration is required for each member of a household.**

Cancelling Appointments: If you do not need your appointment, **please remember to ring the surgery to cancel it**, as this will then free up availability for other patients. During August 2014 103 patients failed to turn up for appointments.

