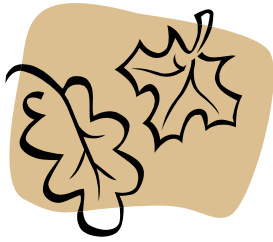


DR CAMPBELL & PARTNERS

PATIENT NEWSLETTER – AUTUMN 2011



Welcome to our Autumn Newsletter. With Christmas just around the corner the Surgery will be closed on Monday 26th, Tuesday 27th December 2011 and Monday 2nd January 2012. If you have a medical emergency please ring 01829 733456 and the recorded message will give you the number to ring in order to reach the GP Out of Hours service.

Please ensure that you have an adequate supply of your medication in the run up to the Christmas break.

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.

EACH PERSON ATTENDING THE SURGERY NEEDS A SEPARATE APPOINTMENT.

If you are unable to attend please let us know so that someone else can be offered the 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.

Extended Hours

This is a service for patients who find it difficult to attend the surgery during our core hours. The service is available in various centres around the area and between them they are open Monday – Friday evening and Saturday mornings. To make an appointment telephone 01244 385422

Missed Appointments

During October **60** appointments were lost due to patients not attending their allocated appointment. This is the equivalent of 4 doctors' surgeries. Could patients **please** let Reception know if they cannot make an appointment so this can be made available to others?



Patient Participation Group

The group is to consist of a representative group of patients (of the Practice population) that will meet/correspond (can be face to face, via the internet etc) on an 'as needs basis' - likely to be a minimum of twice per year.

The purpose of the group is to consider how the Practice is run, and what services are available nationally and locally to its patients. The group will consider with the Practice what it considers to be the priority areas for Practice development and in conjunction with the Practice, design a Practice level questionnaire that will be issued to a representative part of the Practice population to gain their views on the specific areas recognised.

The group will also be used as a sounding board for changes that are being planned at a local and national level as part of the reforms that are going on within the NHS and that will affect the services the Practice provides

If you are interested in joining the group please let the Practice Manager, Christine Kenyon know either:

- verbally via reception
- telephone 01829 733456

How to limit the spread of virus infection

Every year, during the autumn and winter months, we are reminded of the various infections that are prevalent, usually caused by viruses' i.e. common cold, sore throats, laryngitis, influenza and vomiting episodes.

The following general advice is useful for preventing the spread of a virus infection (if you are infected) or reducing the risk of catching it (if you are still well)

1. Covering your nose and mouth when coughing and sneezing, using a tissue (not handkerchief) or if no tissue available covering the mouth with the back of the hand.
2. Disposing of dirty tissues promptly if possible and carefully putting in a bin is ideal
3. Maintaining good basic hygiene, for example washing your hands frequently with soap and water to reduce the spread of the virus from your hands to your face, or to other people.
4. Avoid touching your face unless hands have been washed (understandably this is the most difficult advice for young children to follow)

5. Cleaning hard surfaces (e.g kitchen work tops, door handles) more frequently than normal, using a normal cleaning product.
6. Educate your children to follow this advice
7. Get advice if concerned (NHS Direct, doctor's surgery or Out of Hours Service)

Seasonal Flu Clinics

If you are aged 65 or over, or suffer from chronic disease (such as heart, lung, liver, kidney or neurological disease) have diabetes, a weak immune system or if you are pregnant, then you may be at risk from **flu**.

PLEASE MAKE AN APPOINTMENT WITH ONE OF OUR RECEPTIONISTS FOR A FLU VACCINATION

Patients receiving a flu jab are also encouraged to have a Pneumovax vaccination to protect against bacteraemic pneumonia. Unlike the flu vaccination which is needed annually, Pneumovax is normally required only once and can be given at the same time as your flu jab.

Nurse Clinics

We have three highly qualified practice nurses and a trained HCA who run clinics for Smoking Cessation, Asthma, Diabetes, Heart Disease, Blood Pressure and COPD. Please attend one of our clinics run by the Nurses rather than making an appointment with your Doctor

We offer a comprehensive travel health service to our patients including malaria prophylaxis, bite prevention, how to keep you and your family safe while on your holiday at home or abroad, sun protection and immunisations. **The surgery is a designated Yellow Fever Centre.**

Tarvin Surgery

We would like to apologise for any inconvenience caused to our patients whilst alterations are being carried out at the Surgery.

Website

For those who enjoy using the internet, please check out our website at www.tarporleygps.gpsurgery.net Forms can be downloaded from here and you can order your prescription using the relevant link. If you wish to book appointments from the website, please contact the reception for a registration form. Details of our staff training sessions are also listed.

Chlamydia Screening – Text CKIT to 88020

A new service has been launched to increase access to testing for Chlamydia, for young people aged 15-24.

You can now order a home test kit via TEXT.

Simply text CKIT and your name, age and address to 88020 and a free and confidential kit will be sent to you. It is easy to collect a specimen of urine in the privacy of your own home, pipette the sample, fill in the form, post direct to the laboratory and await your results in 7-10 days, sent by a discreet text.

GET ACTIVE – For age 55 or over

One of the main reasons for becoming less fit as we grow older is that we become less active. Age UK Cheshire now run activity classes throughout Central and West Cheshire, for the following activities:

- Aqua Aerobics
- Gentle Exercise
- Pilates
- Swimming
- Tai Chi
- Walking
- Yoga

For further information please contact 01244 677 777

Staff Training

Please note the surgery will close at 12.30 for staff training on the following dates:

Thursday 8th December 2011

Tuesday 17th January 2012

Wednesday 8th February 2012

Thursday 15th March 2012

IF YOU HAVE A MEDICAL EMERGENCY PLEASE PHONE THE SURGERY NUMBER 01829 733456 and your call will be diverted.