



SPRING NEWSLETTER



Welcome to our Spring Newsletter. The days are getting longer, the daffodils are blooming and spring is just around the corner!

Easter Closing dates:

Good Friday: 6th April 2012

Easter Monday: 9th April 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 Easter break.

Staff Retirements:

Pauline, our Health Visitor for 16 years is retiring at the end of March and Margaret Plenderleath, a receptionist at Waverton, is retiring in April (for the second time as she formerly worked in Tarvin). Both ladies will be much missed by the practice as they brought vast experience to our surgeries. Best Wishes to them both in their retirement.

Our Website:

Please take a look at our Website. You will find lots of helpful information about our surgeries and health issues. If you feel there is anything else you would find useful on our website please let us know. Our web address is: www.tarporleygps.gpsurgery.net

Cancelling Appointments:

If you don't need your appointment anymore, please remember to cancel it. A quick call to the surgery frees up availability for other patients. From March 2011 to March 2012 a staggering **402** patient appointments were not kept.



Patient Participation Group

On 24th November 2011, the newly formed patient group had its first meeting. The aim of the group is to help us reflect on aspects of our service that we might improve. This group will not be used for complaint gathering but will have an agreed sense of purpose. The agenda of the group will depend on:-

- local needs,
- patient and practice priorities and issues,
- planned practice changes and issues raised as a result of national or local surveys.

The Patient Group discussed:

- Changes in healthcare – local involvement and the Western Cheshire PCT.
- Referrals to out of area hospitals
- Private hospitals seeing NHS Patients
- Newly formed Consortium
- Funding
- Primary care pathways
- Local involvement
- Tarporley Cottage Hospital
- History of how practice has grown over the years
- The benefits of have a dispensing pharmacy within the practice
- The future of practices in general

The minutes from the PPG meetings, can be found on our website.

Patient participation can be a very positive process but requires enthusiasm and commitment in order to achieve all the potential benefits. If you would like to join please contact our Practice Manager.

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

Automated Check- In

The use of the Automated Check-In helps to relieve pressure on the Receptionists who carry out a variety of clerical duties.

We would like to encourage patients to use this check in for their appointments.

The device is a touch screen: please follow the prompted steps.

Contact details:

Please can you let us know if your contact details change. From time to time we might have to speak to you urgently and this can be very difficult if we don't have an up to date telephone number, either a land line or mobile number, or both, is very helpful.

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.

Congratulations to Sister Linda Ward who has passed her Contraception and Sexual Health Exam. Well done Linda.

Chlamydia is increasing among young people

Chlamydia can affect both men and women and is the most common bacterial sexually transmitted infection (STI) affecting approximately one out of every ten under 25's. Chlamydia is spread by having unprotected sex with someone who already has an infection.

Symptoms are not always present so you may not know you have it.

If you are under 25, you can get tested with a 10 minute appointment with our Practice Nurse who will give a free and confidential home testing kit which is easy to use.

Thank you to all patients who took the time to complete our practice survey. The results are currently being analysed and details will be presented soon, together with any actions to be taken.