

# Dr Campbell & Partners

## NEWSLETTER 1 (Nov 2016)

Welcome to our Newsletter where you will find helpful information about our practice.

### Staff News:



Our Practice Manager, **Susan Dewhirst**, has been with us for nearly twelve months and has settled in very well.

**Our new Practice Nurse, Kelly Egan**, has also settled in well and is learning some new skills to be able to treat patients with some more Chronic Diseases.

We have welcomed a Nurse Clinician to our Practice, **Jane Webb**. Jane's clinician appointments are available on the day and in advance. Jane is a prescribing Nurse Clinician and can see patients for a variety of illnesses and in the event that you need to be seen by a GP urgently, she will be able to arrange this.

We also now have a student Nurse, **Karen O'Connor**, a fully qualified nurse who is training to be a specialist Practice Nurse.

### Flu Vaccinations:



Please can we remind you that if you suffer from certain chronic illnesses, or are over 65 then it is highly recommended that you have your flu vaccination.

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.

Please ring the surgery to book your appointment if you haven't already done so.

**2, 3 and 4 year old Nasal Flu's:** (who are this age on 31<sup>st</sup> August 2016) including up to 17 year olds with a chronic disease, learning difficulties etc. We have sent out letters to patients who are eligible for the childhood nasal flu's. School aged children who are in **years 1, 2 and 3** will be given their nasal flu's at school and not at the surgery.

**Shingles:** We will be sending letters out to patients who are eligible for shingles vaccinations and putting on special clinics. From September 1 2016, the shingles vaccine will be offered routinely to people aged 70 and, as a catch up, to those aged 78. You become eligible for the vaccine on the first day of September 2016 *after* you've turned 70 or 78. In addition, anyone who was eligible for immunisation in the previous three years of the programme but missed out on their shingles vaccination remains eligible until their 80th birthday. This includes:

- people aged 71, 72 and 73 on September 1 2016
- people aged 79 on September 1 2016

### Extended Hours Service:

Appointments for Extended Hours can now be booked via our Practice for a trial period. Please contact the reception to book one of these appointments. This service is for patients who cannot go to their own GP during normal surgery hours and is a limited service and 15 minute appointments with a GP or Nurse.

The surgeries are held in the following surgeries:

### Monday to Friday:

18:30 to 21:30 in Chester and Ellesmere Port

18:30 to 20:00 in Helsby (2 evenings, Monday and Tuesday)

18:30 to 20:00 in Tarporley (3 evenings, Wednesday, Thursday and Friday)

18:30 to 20:00 in Malpas (2 evenings, Monday and Thursday)

18:30 to 21:00 in Neston (2 evenings, Monday and Thursday)

### Saturday:

09:00 to 14:00 in Chester and Ellesmere Port

09:00 to 12:00 in Malpas

13:00 to 18:00 in Tarporley

### Sunday:

09:00 to 14:00 in Chester and Ellesmere Port

13:00 to 18:00 in Tarporley

### Bank Holidays:

10:00 to 15:00 in Chester and Ellesmere Port

09:00 to 14:00 in Tarporley

### Chronic Disease Management:



We are still continuing to call patients in for their annual review during the month of their Birthday. We feel this not only helps our staff but 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:

Please ring Tarporley Health Centre to make an appointment. All surgeries are by appointment up to four weeks ahead. We hold back 'book on the day' appointments for acute illnesses. Each person attending the surgery needs a separate appointment. **If you are unable to attend, please telephone and let us know so that someone else may be offered the appointment.** If you need to attend surgery urgently we will make sure that you can. However, we may not be able to offer you the time or place, or the doctor of your choice.

**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. On-line Appointments **should not** be used when booking a Private Medical. These should be booked by contacting Tarporley Health Centre. We also have a number of Book-on-the-week appointments, and in certain circumstances Doctors can make telephone calls to patients, rather than the patient coming into the surgery. Please do not be alarmed if the receptionist asks you about the nature of your problem when you contact the surgery. The receptionist is trying to ensure you are seen by the most appropriate person.

### On-line access to Medical Records:

In line with government guidelines, Dr Campbell & Partners have enabled patients to view their medical records as part of Patient Access.

By being able to see your record online this might help you to manage your medical conditions. It also means that you can access it from anywhere in the world should you require medical treatment on holiday.

To apply for access to your medical records, please print and complete the online form on our website or request a questionnaire from reception next time you are at the practice.



### Patient Participation Group:

We have a thriving PPG who meet approximately every three months at our Tarporley Practice. They are joined at these meetings by the Practice Manager and of our senior doctors. If anyone is interested in joining our PPG please contact our Practice Manager, Susan Dewhirst on Tarporley 01829 733456.