

Dr Campbell & Partners

NEWSLETTER 2 – JANUARY 2018

Welcome to our first Newsletter of 2018.
Hopefully you will find some of the following information helpful.

Extended Hours Service: The telephone number has now changed for this service. The new number is **0300 123 7743**. You can telephone the surgery during working hours to make an appointment with extended hours with a Doctor, but if you need an appointment with a Nurse or a Phlebotomist, you need to phone the direct number. This service is for patients who cannot go to their own GP during normal surgery hours and is a limited service. Please look on our website for further information (www.tarporleygps.gpsurgery.net)



Flu vaccinations: This year we trialled a new messaging service for patients under 65 years of age and eligible for a flu vaccination. We hope that those patients who received this message found it a helpful reminder. If you have not had your flu vaccination and are eligible, please ring the surgery as soon as possible to book your appointment.

Shingles vaccinations: We will shortly be sending letter out to patients who are eligible for the shingles vaccinations. The vaccination is currently being offered to people who are aged:

70, 71, 72, 73, 78 or 79 on 1st September 2016



Appointments Please ring Tarporley Health Centre to make an appointment. All surgeries are by appointment up to five 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.**

During the last 3 months **314** patients did not keep their appointment and did not let the surgery know that they were not attending.

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. Doctors can do a telephone appointment if this is appropriate, but we cannot give you a specific time of phone call, other than in the morning or afternoon.

Patient Access – this is a secure internet system whereby patients can:

- ✓ Book or cancel appointments (please do not use to book a private medical appointment)
- ✓ Order repeat prescriptions
- ✓ View your health record

Why not register today? It is quick and easy to do, all you need is to ask at any of our receptions for a Patient Access Password and log-on details and follow the simple instructions. Each patient will require their own log-on details.

You are now able to view your medical records online via Patient Access. To apply for access to your records, please either download and complete the form from our website or ask at reception next time you are at the practice. Permission needs to be granted from the practice to enable you to view your records.



E-Consult You are now able to consult your doctor online with e-consult. Patients can use symptom checker, self-manage, be sign posted to other services or complete an e Consult online. Please see our website for further details on how to use this service.

Staff Changes Unfortunately, at the end of last year, we had to say a fond farewell to Janice Clarke our Healthcare Assistant. She will be missed by both staff and patients. We hope to have a new Healthcare Assistant in place soon.

We are also saying goodbye to Sue Farrington, who most of you will have seen in our Tarporley Dispensary. Sue has been with us for over 8 years and we wish her well for the future and she will also be missed by staff and patients.

One of our secretaries also left at the end of last year and we now have a new Secretary, Debbie Moreton who is working 2 days a week and is a welcome member of our team.



Physio First We are able to offer patients the services of a highly specialised physiotherapist instead of your GP. The receptionist will ask you a few questions regarding your condition and if appropriate will book you an appointment to see our physiotherapist. The appointments are at 3 locations: Monday – all day at Bunbury Medical Practice. Thursday morning at Dr Adey's practice in Tarporley and Thursday afternoon at our own practice.

Some of the conditions that can be looked at by the physio include: neck and lower back pain, sciatica, trapped nerves, knee, ankle sprains, foot pain, arthritis, tennis elbow, wrist or hand pain, shoulder pain.

Health Box This is a new initiative to help people living with long-term conditions, or wish to lead a healthier lifestyle. The courses will be held at Tarporley & District Community Centre, High Street, Tarporley and below is a list of possible courses:

- ✓ Healthy Hearts
- ✓ Long-term Conditions and Healthier Lifestyles
- ✓ Strength & Balance (Falls Prevention)
- ✓ Out of the Box Diabetes Care
- ✓ Beautiful Beginnings (healthy Pregnancy)
- ✓ Healthy Eating

The courses which will run between January – April 2018 include exercises, feeling good with food (including interactive cookery) and talks on specific conditions. Your surgery can recommend you for one of the courses (see posters in surgery for further details).