

# Wellfield Health Centre Newsletter

Spring/Summer 2019

**PLEASE REMEMBER TO KEEP IT or CANCEL IT**



GP APPOINTMENT?  
CAN'T MAKE IT?  
DON'T NEED IT?

**CANCEL IT!**

**323 Total Missed Appointments in March 2019**  
**212 GP Appointments**  
**65 Practice Nurse Appointments**  
**46 Health Care Assistant Appointments**

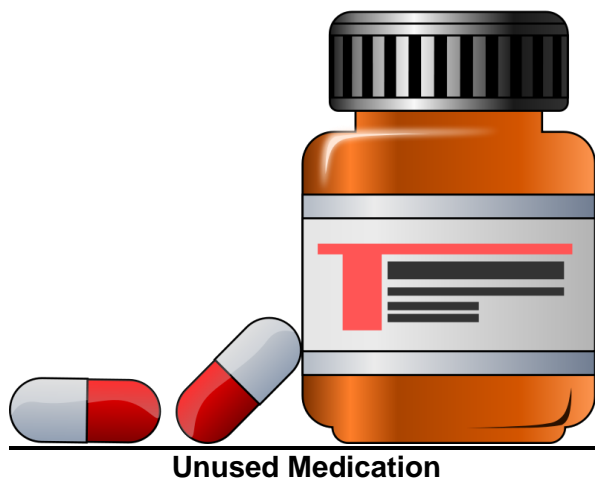
We are often informed by patients that it can be very difficult to get an appointment and we are always reviewing and changing the appointments system to meet demand.

GP appointments are in high demand and patients who do not attend their appointments are not only wasting valuable GP time, but they are denying people who genuinely need an appointment the opportunity to see a GP and receive appropriate treatment.

If the above had been cancelled or rearranged, 323 more patients could have been seen and had a shorter waiting time. We do not enjoy having to inform patients that appointments are unavailable so; please support us by contacting the surgery if you are unable to keep an appointment so that it can be used by somebody else.

Unfortunately the number of missed appointments is increasing and it is important that we try to reduce the number of missed appointments. As a result of the number of missed appointments, we will continue to use the text message reminder service which allows you to text the surgery back should you wish to cancel the appointment. However, if a patient misses 3 appointments without cancelling them they will receive a warning letter from the practice informing them that should they miss a further appointment they will be removed from the practice list and will need to find an alternative GP surgery.

In order for us to utilise this system effectively, please make sure we have an up to date mobile phone number for you. This service is not compulsory and patients can choose to 'opt out' simply by letting us know your preferences.



Unused prescription medications cost the NHS £300 million per year.

£300 million could pay for:

80,906 MORE hip replacements\*

101,351 MORE knee replacements\*

19,799 MORE drug treatment courses for breast cancer\*

11,778 MORE community nurses\*

300,000 MORE drug treatment courses for Alzheimer's\*

\*Based on average costs

There are a number of ways that you can help to reduce the issue of wasted medicines and save money for your local NHS.

Only order the medicines that you need, check what you have at home before re-ordering.

If you don't need the medicine don't order it! If you need the medicine in the future you can still request it.

Please let your GP know if you've stopped taking any of your medicines

Always attend for your medication reviews when requested by the GP Practice

If you need to go into hospital, please remember to take all your medicines with you in a clearly marked bag.

Please also remember that your medicines are prescribed only for you; it's not safe to share them with anyone else.

You can order your prescription by signing up for our online services or by filling in a request form at the surgery.

Once a medication has left the pharmacy if it is not used it has to be destroyed, even if the packaging has not been opened.

If you have any unused or out of date medications you must return them to the pharmacy so that they can be destroyed safely.

Don't stockpile medication; it is a safety risk for children and others who might take them as well as being a waste of NHS money.

Remember – always keep medicines out of the reach of children.

**THINK BEFORE ORDERING!!**

## Do you really need to see a GP?

You may not always need to see a GP; many minor ailments can be treated at home by conservative methods or by visiting your local pharmacy.

For minor ailments the pharmacies run a service called 'Care at the Chemist'. If you develop any of the following ailments you can visit the chemist in the first instance:

Allergic rash, bites and stings	Headache/Temperature/Fever
Indigestion/heartburn	Athletes foot
Cold sores	Head lice
Conjunctivitis	Hay fever
Constipation	Mouth ulcers
Cough/Cold/Sneezing	Nappy rash
Diarrhoea	Nasal congestion
Sore throat	Teething
Threadworms	Vaginal thrush

The pharmacist will assess you and decide if you need any medication and issue this for you or if the pharmacist feels it is warranted they will advise you to see your GP. This service is available to all patients registered with a participating GP practice. Children under the age of 16 must be accompanied by a parent/guardian.

Under the 'Care at the Chemist' scheme if you receive free prescriptions you will not pay for any medication recommended by the pharmacy.

For medical advice you can ring NHS 111 who will take a detailed report from your regarding your illness and they can advise the best course of treatment for you.

All GP receptionists are trained to ask questions to allow them to signpost patients to the most appropriate health care team.

**3 before GP**

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**GPs and their wider team need time to give patients the best care they possibly can. You can help free up time for those who really need expert advice by considering three alternatives before booking an appointment:**

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**1 Self-care**  
For minor ailments you could safely treat your symptoms at home, for example through rest or with appropriate over the counter medicines.

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**2 Use trusted NHS online services**  
Online NHS services offer sensible advice on a range of health issues and are a useful place to turn for initial guidance. Visit [www.nhs.uk](http://www.nhs.uk)

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**3 Seek advice from a pharmacist**  
Pharmacists are highly skilled healthcare professionals who can offer valuable advice.

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**You should always seek urgent medical attention in an emergency.**

 Royal College of General Practitioners

**#3beforeGP**

Royal College of General Practitioners is a registered charity. Registered in England and Wales, Number 207195 and Scotland Number 504898.

### **Patient On-Line Services**

This service allows patients to book appointments, order repeat medications and see aspects of their own medical record from a PC, tablet or Smartphone.

You will need to register for this service by completing an application form which can be collected from reception or downloaded from our website. Please bring your completed form with two forms of I.D, one photo ID (passport or driving license) **and** proof of address (utility bill or bank statement). Please note this service is not currently available to patients under the age of 16.

**Please note responsibility for keeping medical information confidential lies with the patient when accessed outside Wellfield Health Centre.**

### **Repeat Prescriptions**

Ordering your prescriptions has never been easier. You can sign up to our Patient On-Line Services and order your prescriptions by speaking to a member of our Prescriptions Team between 10am and 5pm Monday to Friday on 01706 397601, via the web or via the app. You can also email your prescription request to [hmrccq.wellfieldhc.prescriptions@nhs.net](mailto:hmrccq.wellfieldhc.prescriptions@nhs.net)

**Please note with effect from June 2019 you will no longer be able to leave prescription requests on our answerphone. This service is being withdrawn due to patient safety concerns.**

When ordering your repeat prescription you can then have this sent electronically to the pharmacy of your choice, allowing you to either collect it from them or have them deliver it directly to your home. Please remember that it takes two full working days for us to process a prescription request so please bear this in mind when ordering and collecting.



### **New GP Trainee**

We are delighted to welcome our two new GP trainees Dr Nadia Kalsoom who will be with us until July 2020 and Dr Asia Bibi who will be with us until February 2020.

## WiFi



We now have NHS WiFi available free to all our patients.

To connect to the WiFi on your personal device scan for WiFi and look for NHS WiFi, choose this option and this will take you to the NHS WiFi Public Access landing page. Follow the instructions on screen to register.

You will be given a 4 digit PIN number which will last for 4 days. After this time you will have to recreate an account. This is because WiFi remembers all devices that log onto it and as you can imagine this would be a lot of patients which will then clog up the WiFi memory. This would eventually slow the system down and so it deletes accounts automatically every 6 days.

Please note the WiFi is **NOT** secure.

The WiFi is for the benefit of patients waiting in reception, however please note that staff are unable to help with any difficulties patients may have accessing the service.

## GP Retirement

At the end of June both Dr Caldwell and Dr Crook will be retiring. Don't worry if Dr Caldwell or Dr Crook is your current GP as you will be able to see any GP in the surgery. We are pleased to inform you that Dr Pickford will be staying with us as a Salaried GP

They will be missed by all at the surgery and we wish them a long and happy retirement.



**NHS**  
Heywood, Middleton and Rochdale  
Clinical Commissioning Group

**Did you know...**  
you can book to see a GP or nurse at evenings, weekends and bank holidays?

Patients registered with a GP surgery can access additional GP and nurse appointments from four hub locations across the borough at the following times:

6.30pm - 9pm weekdays  
8am - 6pm Saturdays and bank holidays  
10am - 1pm Sundays.

To book an appointment please speak to your GP receptionist or ring the central booking line on 0161 763 8292.

[www.gpcare services.co.uk/thereforyou](http://www.gpcare services.co.uk/thereforyou)

GP Care Services

*There for you.*

## The HUB

For patients who require routine treatment but struggle to attend appointments during working hours due to their own work commitments, there is a new service. Patients who are registered with a GP in Heywood, Middleton or Rochdale can book evening and weekend GP appointments at one of the 'Extended Hours Hubs'.

The hubs are based in Middleton, Rochdale, Littleborough and Heywood, opening times below:

6.30pm - 9pm Monday to Friday

8am - 6pm Saturdays and bank holidays.

10am - 1pm Sundays.

There are also nurse appointments available on Saturdays.

Patients can make an appointment by calling 0161 763 8292.



### **Travel Vaccinations**

You don't always need vaccinations to travel abroad. If you do, the recommended vaccinations will vary, depending on:

- which country you're visiting and, in some cases, which part of the country
- the season or time of year when you'll be travelling (for example, the rainy season)
- whether you'll be staying in a rural area, or an urban or developed area
- what you'll be doing during your stay, such as working in or visiting rural areas
- how long you'll be staying
- your age and health

See one of the practice nurses for advice about travel vaccinations. They can also tell you about protecting yourself from malaria.

Alternatively, you can visit a local private travel vaccination clinic for your UK boosters and other travel jabs.

For more information visit

<https://www.nhs.uk/conditions/travel-vaccinations/>

or

<http://www.wellfieldhealthcentre.co.uk/info.aspx?p=19>

### **Staying Safe in the Sun**

Never use sun cream that has a Sun Protection Factor (SPF) lower than 15 to protect against UVB and make sure your sun cream has at least a four-star UVA protection. As well as sun cream ensure that you wear appropriate clothing, including hats and sunglasses.

As a guide, an adult needs two teaspoons of sun cream if just covering the head, arms and neck or two tablespoons if covering the entire body whilst wearing a swimming costume.

Children's skin is more sensitive than adults and repeated exposure to sunlight could lead to skin cancer developing in later life. Children under the age of 6 months should be kept out of direct strong sunlight. From March to October all children should cover up with suitable clothing, spend time in the shade (particularly between 11am and 3pm) and wear at least factor 15 sunscreen applied to all areas of skin not protected by clothing, such as face, ears, feet and backs of hands.

### **How to deal with sunburn**

Sponge sore skin with cool water then apply soothing aftersun or calamine lotion.

Painkillers such as paracetamol or ibuprofen will ease the pain by helping to reduce inflammation caused by sunburn.

Seek medical help if you feel unwell

