

# THE NEWS DOCTOR

February 2017

Welcome to our Newsletter.

Please take a copy home.



Use your mobile phone app to scan our bar code and link to our website in an instant.

### Points of interest:

- Text messaging test results service now activated—you will only receive a message if you need to contact the surgery.  
(see other Manager news).

Half-term week and I sympathise with those at home with energetic children and the weather outside is wet.

**This issue we are attaching the friends and family question and kindly ask that you fill it in and drop into the big blue box in reception.**

**Did you know that on-line access gives you the options to book your own appointment, place orders for repeat prescriptions and allows viewing of your medical records in summary? Ask at reception for a password.**

We would like you to take care of your health and encourage that you keep on top of your medication reviews and attend when called for any long term condition reviews.

**The flu jab is still available but only until the end of March. If you are eligible please book in for yours as soon as possible.**

We welcome Dr Sophie Lowe as our new female GP.

We are happy to help.

Janet - Practice Manager

All registered patients at the practice are designated to a named GP. By having a named GP on your records does not affect whom you choose to see. If you wish to know who your named GP is please ask at reception.

**IF YOU CANT MAKE YOUR APPOINTMENT PLEASE CANCEL SO THAT SOMEONE ELSE CAN BENEFIT FROM THE TIME.**

Doctor and nurse appointments are precious and it is a shame not to be able to make use of every available appointment so if you cannot make your arranged appointment do please call us to cancel or cancel online (if registered).

Any no shows to appointments or cancellations received with less than 30 minutes prior notice will be treated as a 'did not attend' and we do take appropriate action to inform you that after 3 offences it will be necessary to remove you from the Practice list as you are not treating our services with respect.

THANK YOU

5 a-day  
keep the doctor  
away



## Think.....!

### Pharmacy First

We encourage you to use this service particularly over the winter months as the Pharmacist can help with minor ailments without the need to visit your GP first.

Refer to our Blue Information folder in reception Or See our website & facebook page for the list of what minor conditions apply.

Generally there are many of us that will suffer a cold this winter and these symptoms can be managed and made bearable by over the counter remedies. **Seek minor ailment advice from your local pharmacy.** You will be directed to your GP if the pharmacist cannot help.

**Antibiotics will not always be given.**

**Are you a Carer for someone ?**

**You are eligible for the flu vaccine if you are a carer for someone.**

BOOK YOUR OWN APPOINTMENT ON LINE JUST ASK AT RECEPTION FOR A PASSWORD TO ACCESS THIS FACILITY THROUGH PATIENT ACCESS OR OUR WEBSITE

## REPEAT PRESCRIPTIONS INFORMATION

### Medication Reviews

It is important that you come for your medication reviews so that your repeat medication is issued timely. The doctor may not be able to authorise certain repeat medicines without seeing you to safely ensure that it is appropriate for continued use or it may require changing in some way, even stopping!

**Please don't ignore the reminders on your prescriptions..**

### Save Time & Order Online!

Did you know you can order your repeat prescription online?

All you need is a password which you obtain at the surgery reception desk.

**Let someone else do the work for you...!**

### Pharmacy Repeat Prescription Service

You can also arrange your repeat prescriptions with a pharmacy. Many pharmacies offer a service where they will order and collect your prescription for you— all you need to do is pick it up from the chemist!

**Our Practice is now able to use the electronic prescription service—sign up with your pharmacy.**

When the surgery is closed you can contact any of the following for advice on a medical problem:

Contact NHS 111 – dial 111 for advice where to go.

Haywood Hospital Walk-In Centre—with X Ray services  
7am-10pm weekdays and 9am-10pm weekends  
& bank holidays - minor injuries and illnesses.  
Tel: 01782 673500

Hanley Health & Wellbeing Centre—minor ailments  
Midway—minor ailments (requires appointment booking)  
For life threatening emergencies ring 999

### NHS Walk In Centres

Choose a Walk In Centre when you have a health problem that isn't a 999 emergency.

The best option of treatment for:-  
**Headaches, ear problems & sore throats**  
**Sprains and strains**  
**Wound infections**  
**Minor burns and scalds**  
**Minor head injuries**  
**Skin conditions**  
**Chest problems and abdominal pain**  
**Insect and animal bites**  
**Minor eye injuries**  
**Injuries to the back, shoulder & chest**  
**Emergency contraception**  
**Minor surgery**

### Over 75's free health check

We now offer health checks to our 75 + year old patients.

It doesn't matter if you already attend for reviews or take medication or no medication, we would like you to make an appointment for this health check and let us keep you tickety boo.

Ask at Reception.

Visit our website for more Live Well Lifestyle Advice.

**FLU JABS**  
**BOOK FOR**  
**YOURS NOW**

We're on the Web  
[www.hanfordgp.co.uk](http://www.hanfordgp.co.uk)

If you attend A&E please expect a call from us to ask if everything is fine with you following. We would also be interested to know your reason for choosing A&E over a walk-in centre.

We give guidelines above to choose well for services.

Alternatively to avoid emergency health issues do please attend for your reviews.

Please can we kindly ask our patients that should you call to try to get an earlier appointment or change an appointment that you have already booked, to advise the receptionist that a previously booked appointment needs to be cancelled. If we are not made aware it leaves the appointment on the system and is wasted.

*To find out more about your surgery, the services we offer, what is current news and guidance and to find advice about long term conditions and Live Well healthy lifestyle advice; just go to our website at..... [www.hanfordgp.co.uk](http://www.hanfordgp.co.uk) or pick up our leaflet.*

The Friends and Family Test is a government initiative that all health organisations/hospitals/surgeries have to offer patients as a questionnaire—'would you recommend your surgery?' Please complete the questionnaire which is in reception and give us feedback as to why? Thank you

### SAME DAY URGENT APPOINTMENTS

We will try and give same day urgent appointments where possible. This can also be via telephone if not face to face.

*We do sometimes still have some routine appointment slots available same day which we will offer till full.*

YOUR OPINION & SUGGESTIONS MATTER TO US.

**Help us provide the best service possible for you.**

If you would be interested in becoming a member of the Patient Participation Group please ask to speak to the Practice Manager for more details or visit our website and use the form on line to join.



**When arriving for your appointment please use the self check in screen to avoid delay queuing at the reception window.**

**If you have a multiple appointment to see the nurse and GP or split appointment with the nurse, please note when checking in that this will show multiple appointments on the screen and you have to confirm arrival for all of them & THEN PRESS FINISH**

Reception always happy to help

The Practice Patient Participation Group meet 4 times a year each quarter at a convenient mutually agreed time between the group members. You are welcome to join the group or you may prefer to submit a question or suggestion that can be discussed in the meeting of patient representatives.

You are invited to give your input here and we really would appreciate any suggestions from our patients that feel they would like to be a part of the practice patient group but cant get to the meetings or would prefer to share their input this way.

### PATIENT SUGGESTION / IDEA / QUESTION :-

.....

.....

.....

.....

.....

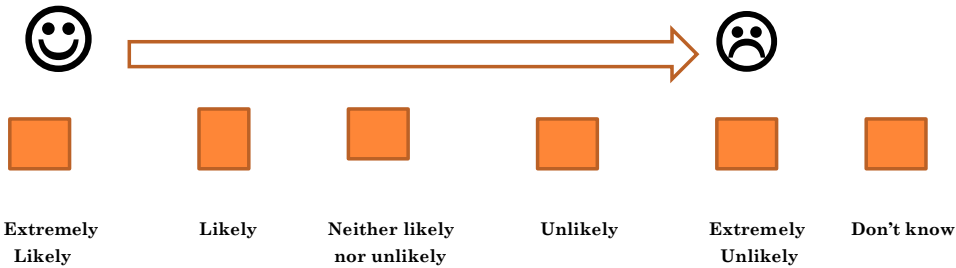
We intend to display in reception or report back on the next newsletter any ideas that can be shared to all patients.

THANK YOU

Please hand this slip to a member of the reception team or post in the friends and family blue box.

We would like you to think about your recent experience of our services.

**“How likely are you to recommend our practice to friends and family if they needed similar care or treatment?”**



Please tell us the main reason for selecting your statement.

- Name (optional):
- Contact Details (optional):

Are you male or female? \_\_\_\_\_

How old are you? \_\_\_\_\_

For further information on The NHS Friends and Family Test, please visit [www.england.nhs.uk](http://www.england.nhs.uk)

