



SOUTH PARK SURGERY ~ WINTER NEWSLETTER

SURGERY OPENING HOURS: 8.00am - 6.30pm Monday to Friday excluding Public / Bank holidays.

EASTER CLOSURE: From 6.30pm on Thursday 29 March 2018 until 8.00am on Tuesday 3 April 2018

☞ Please ensure you order your prescription in good time ahead of this closure ☞

TRAINING CLOSURE: The Practice will be closed for training from 1pm on:
7 February and 7 March 2018. We will reopen again at 5pm the same day. When the Practice is closed the Out of Hours Centre can be contacted on NHS 111 for **urgent** requests for medical advice, guidance & home visits.

MISSED APPOINTMENTS: 2585 GP appointments were missed between January – December 2017. As every missed appointment costs the local health economy **over £30.00**, this equated to more than **£77550** in wasted resources. Did you know that we offer a **text reminder service** to help improve our services and access by avoiding increased waiting times. As part of this service, Patients receive a text reminder on their mobile telephone approximately 24 hours prior to their appointment. Should you no longer need the appointment, please let us know as soon as possible as early cancellation will enable us to provide care to another Patient.

DID YOU KNOW...? You can make a **routine appointment** by calling / visiting the Practice during normal opening hours OR by registering for our online booking facility. Please contact us **any time throughout the day** after 9.00am for these types of appointments, to help us to deal with requests for more urgent appointments first. We will accommodate a preference to see a particular GP wherever possible. **You can request an urgent appointment by calling our Reception Team after 8.00am. The Reception Team will ask for basic details of your symptoms and arrange for a member of our qualified Nursing Staff to call you back as quickly as possible each weekday between 8.00am – 2.00pm. Please remain available to take the Nurse's call.** We also offer some timed **telephone appointments** each morning & afternoon for certain medication reviews, minor queries or advice. Reception will take brief details / your contact number and arrange for a Doctor/Nurse to call you back.

NEW STAFF: We would like to welcome:

Dr Ben Passey-Heaton (F2) who joined us on his 4 month placement December 2017 – April 2018.

SEASONAL FLU VACCINATIONS Our annual Seasonal Flu vaccination programme will continue **until the end of January 2018.** If you are over 65, or suffer from: Diabetes, Asthma, Chronic Lung Disease, Heart Disease, Liver / Kidney Disease, Compromised Immunity, Neurological Disease, or are Pregnant / a Carer, you will have received a letter confirming your flu appointment. If you are in these groups, it is strongly recommended that you have a flu jab.

SELF-CARE POLICY: Following public consultation in 2016/17, Eastern Cheshire Clinical Commissioning Group (ECCCG) agreed that Patients with minor conditions suitable for self-care would buy over-the-counter medicines when it is appropriate to do so; and all prescribers within NHS ECCCG area, including non-medical prescribers, GPs, out-of-hours and A&E departments, should not prescribe readily available over-the-counter medicines. For further information, please visit: <https://www.easterncheshireccg.nhs.uk/Your-Health/self-care.htm>

THINK PHARMACY MINOR AILMENTS SERVICE: This service provides advice and treatment for some common health concerns from a convenient location, at a time to suit you the Patient without needing an appointment.

ORGAN, BLOOD & PLATELET DONATION: Did you know that you can donate organs, blood, tissue, stem cells and more? Visit: www.nhsbt.nhs.uk or call ☎ 0300 123 2323 to register.

☞ Dry January = Alcohol Awareness Month ☞

☞ National Obesity Awareness Week: 8-12 January; Cervical Cancer Prevention Week: 22-26 January ☞

☞ February = Raynaud's Awareness Month; Tinnitus Awareness Week: 5-9 February ☞

☞ National NO Smoking Day = 14 March ☞

PATIENT PARTICIPATION GROUP: Our Group represents the Practice population. They have a Suggestion Box, which is available for you to put forward any suggestions you may have with regard to the delivery of our services.