



SOUTH PARK SURGERY ~ AUTUMN NEWSLETTER

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

CHRISTMAS and NEW YEAR CLOSURES:

From 6.30pm on Monday 24 December 2018 until 8.00am on Thursday 27 December 2018; and
From 6.30pm on Monday 31 December 2018 until 8.00am on Wednesday 2 January 2019

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

TRAINING CLOSURES: The Practice will be closed for training from 1pm on: **3 October, 7 November and 5 December 2018**. We will reopen again at 5pm on each of these three dates respectively. **In addition, the Practice will be closed from 1pm on: 22 November 2018 and will reopen again the following morning at 8.00am.** 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: 1506 appointments were missed between January – September 2018.

As every missed appointment costs the local health economy **over £36.00**, this equated to more than **£54216** 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: The Practice would like to welcome:

Daniella Coates (Medical Receptionist) who joined us on 17 September 2018.

SEASONAL FLU VACCINATIONS: Our annual Seasonal Flu vaccination programme began in late September 2018 and will remain available to Patients until the end of January 2019. 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 receive an invite letter confirming your flu appointment date / time. 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>

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.

☞ October 2018: **Stopover and Breast Cancer Awareness Month** ☞

☞ November 2018: **November Mens Health Awareness Month and World Diabetes Day: 14 November 2018** ☞

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.



Health Matters

Health Matters is a series of free public lectures, giving members of the public the opportunity to learn first-hand about their local health services, understand medical developments and put questions directly to expert clinicians.

Health Matters takes place monthly, covering a range of popular clinical areas, and has been an outstanding success in delivering key messages by senior members of the trust to the community that the hospital serves.

Both members of the public and NHS staff are very welcome at these free evening lectures, aimed at improving their knowledge on hot health topics.

The lectures are held in the Lecture Theatre, [Macclesfield Hospital](#) (off the corridor to Treetops Restaurant), from 7pm to 8pm. Please book to ensure that a space is reserved for you by emailing ecntstaff.comms@nhs.net or by calling ☎ 01625 661184.

Date	Topic	Speakers
9 October 2018	Advances in breast surgery	Mr Jalal Kokan
6 November 2018	Bowel cancer	Mr Chris Smart
4 December 2018	Basic life support and resuscitation	Jackie Cornes