



SOUTH PARK SURGERY ~ SPRING NEWSLETTER

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

EXTENDED ACCESS SERVICE: 6.30pm – 8.00pm Tuesday evenings excluding Public / Bank holidays.

EASTER CLOSURE: From 6.30pm on Thursday 18 April 2019 until 8.00am on Tuesday 23 April 2019

↪ 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:

1 May and 5 June 2019. 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: 515 appointments were missed between 1 January – 31 March 2019.

As every missed appointment costs the local health economy **over £36.00**, this equated to more than **£18540** 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:

Val Milverton (Healthcare Assistant) who joined us on 3 April 2019.

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 FIRST MINOR AILMENTS SERVICE: Most minor ailments can be successfully managed with non-prescription medicines. Many medicines which were previously prescription-only are now available from your Pharmacist without a prescription. Also known as over-the-counter or OTC medicines, non-prescription medicines generally provide temporary relief of minor symptoms. Some good examples would be a cold / cough / sore throat remedy as well as bacterial conjunctivitis, cystitis, impetigo and oral thrush in infants

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.

↪ **April** = Diabetes Prevention Week: 1 to 7 April 2019 **and** Alcohol Awareness Month ↪

↪ **May** = National Asthma and Allergies Awareness Month **and** Mental Health Month ↪

↪ **June** = Men's Health Week: 10 – 16 June 2019 **and** Alzheimer's Awareness Month ↪

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.