



## SOUTH PARK SURGERY ~ SPRING NEWSLETTER

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

**MAY DAY CLOSURE:** From 6.30pm on Friday 4 May 2018 until 8.00am on Tuesday 8 May 2018

**SPRING BANK HOLIDAY CLOSURE:** From 6.30pm on Friday 25 May 2018 until 8.00am on Tuesday 29 May 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:

**2 May and 6 June 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: 562 GP appointments were missed between January – March 2018.**

As every missed appointment costs the local health economy **over £36.00**, this equated to more than **£20232** 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: **Dr Yasar Amjad (ST1 - Registrar)** & **Dr Laura Oldham (F2)** who will both be joining us on their 4 month placement April – July 2018.

**SEASONAL FLU VACCINATIONS:** Our annual Seasonal Flu vaccination programme will begin in mid-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 from September 2018 onward. 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>

**MENTAL HEALTH CONSULTATION:** Eastern Cheshire Clinical Commissioning Group (ECCCG) has launched a 12-week public consultation on proposals to redesign specialist mental health services for adults and older people in Eastern Cheshire, South Cheshire & Vale Royal. For further information, please visit: <https://www.easterncheshireccg.nhs.uk/Your-Views/redesign-of-adult-and-older-peoples-specialist-mental-health-services.htm>

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

**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.