

Western Avenue Medical Centre



Telephone: 01244 390755

www.westernave.org.uk

NEWSLETTER – SUMMER 2016



GP Rota

Monday

Dr Avula & Dr Wilkinson

Tuesday

Dr Avula & Dr Ojeda

Wednesday

Dr Adams, Dr Avula & Dr Ojeda (pm only)

Thursday

Dr Adams & Dr Ojeda

Friday

Dr Avula

Staff Changes

Sadly Dr Jane Wilkinson will be leaving us. Dr Wilkinson's last working day will be 22nd August. For the time being she will be replaced by Nurse Clinician Jo Roberts.

The practice has employed a new Practice Nurse to support our existing nursing team. Sharon Riverol will work every Tuesday and currently works at a practice in Ellesmere Port.

Surgery Move

After much thought and discussion the practice has decided not to move to a new site at the Parade development. Our understanding is that the building will go ahead but as yet the occupiers are unknown.

Direct Access Mental Health Service

The practice has employed a Mental Health Nurse and Psychological Wellbeing co-ordinator to help provide quicker access to Mental Health Services. Clinics will be held on Tuesday and afternoon and Friday morning and can be booked by speaking to reception. There is a criteria for referral to this service so not all patients may be appropriate for this service.

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Remploy Employment Service

With effect from 29th July Remploy will be holding clinics at the practice every Friday. Remploy is a service that supports patients with employment issues including returning to work after sick absence, or helping people with preparing CVs and interview techniques to gain employment. Support is available for 6 months although this can be extended. Appointments can be booked direct via reception or following a clinical referral.

Physio First

The Physio First service now operates in the practice every Friday. This service gives patients immediate access to physiotherapy services without the need to see a GP or go through the referral process. Please speak to reception to book an appointment.

Patient Survey Results

The practice has recently carried out a patient survey. The response rate was extremely high and a significant improvement in results was seen in most areas. The full results can be seen on the practice website or on the display screen in the waiting room.

Chlamydia Screening – Top Performer

The practice has topped the chart for chlamydia screening for 2015/16 out of the 37 West Cheshire GP Practices. Having finished 13th during 14/15 the practice has undertaken a number of measures to increase uptake. Information on how to self-test without the need for a GP appointment is contained within this newsletter.

NHS Choices

NHS Choices provides patients with the opportunity to review their local GP surgery.

To leave a review please follow the steps below:

- Go to www.nhs.uk
- Click on 'Find Local Services' and then 'GP'
- Enter your postcode
- Click on 'Dr Adams & Partners'
- Click on 'Leave review'

Submitting a review will only take a few minutes.

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Do we have your correct contact details?

Having your correct contact details allows us to send you text reminders of your appointments, and to notify you of any changes to your booked appointments. When you are next at the practice please check with reception that we have your up to date contact details.

Patient Participation Group

The PPG is an opportunity for patients to play an active role in the running of the practice. The group meets every 6 weeks and we are actively looking to recruit new members. If attending meetings would cause a problem then you can have an input by other means. If you are interested in joining the group please contact the surgery on 01244 390755 or email wamc@nhs.net.

Patient Suggestions

At Western Avenue Medical Centre we are always looking at ways to improve the service that we offer to our patients. If you have any ideas or suggestions for improvements that can be made then please email wamc@nhs.net, phone 01244 39055 or complete the 'Suggestion Form' on the website at www.westernave.org.uk

Free Chlamydia Testing

Patients aged 15-24 are eligible for a free chlamydia test. No appointment is needed as testing kits and full step-by-step instructions are available in the patient toilets.

Online Services

A number of online services are now available, including online appointment booking and repeat prescriptions. If you would like to register for this service, information leaflets on how to do so are available in the waiting room or on the practice website.

Self-care and Referral

Do you need to see a GP? There are a number of services available to patients that may remove the need for you to see a GP.

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Smoking Cessation

If you wish to give up smoking you can access the cessation service by using the following methods:

Phone 0800 043 5134

Text 'quit4good' to 60777

Web www.quit4good.org Email quit@quit4good.org

Self-care

Visit www.rcgp.org.uk and go to 'Leaflets to share with patients' for information on how to improve patients confidence on self-care.

Pharmacy First

Did you know that your local pharmacy may be able to give you advice and treatment for a number of common conditions (below)? **If you don't have to pay for your prescriptions, you won't have to pay for your treatment.**

- Acne
- Athlete's foot
- Cold & flu
- Conjunctivitis
- Constipation
- Cough
- Cystitis
- Diarrhoea & vomiting
- Eczema/Dermatitis
- Fever
- Hay fever
- Head lice
- Indigestion
- Impetigo
- Oral thrush in infants
- Pain
- Piles
- Sore throat
- Threadworm

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- **Vaginal Thrush**

Are You a Carer?

Many people are unaware that they are a carer. For example, a husband or wife looking after their spouse or someone going shopping for an elderly neighbour. You do not need to claim a carer's allowance to be classed as a carer. If you are a carer please let the practice know by speaking to our Carer's Link. There may be help and support available to you which you may not be aware of.

Who to Contact When the Surgery is Closed

Urgent appointments

Call 111 for urgent medical appointments. 111 is the NHS non-emergency and is free to call. You will be asked a series of questions by a highly trained adviser to assess your symptoms and you will then be directed to the best medical care for you.

Struggle to find convenient appointments during normal surgery hours?? Extended out of hours is the service for you!

Western Cheshire Extended Hours Service

01244 385422

Patients registered with a GP Practice in Western Cheshire can now book a **routine** appointment, up to 2 weeks in advance. This service operates between 6.30pm – 8pm on weekdays and 10am – 12 noon on Saturdays. The telephone lines are open 8am – 8pm 7 days a week.