

Western Avenue Medical Centre



Telephone: 01244 390755

www.westernave.org.uk

NEWSLETTER – WINTER 2015



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 & Dr Wilkinson

Staff Changes

The practice has two new additions to the reception team. Tracey joined in September, having previously worked at a surgery in Ellesmere Port. Steph joined in December and has previously worked at a practice on the Wirral. Kate has moved into a new I.T. role and will only work on reception to cover holidays.

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'

To submit a review will only take a few minutes.

Green Doctor

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Green Doctor is a service that offers free support to people living on low incomes and those living with long term health conditions, helping you to take control of your fuel bills and offering energy saving advice and materials. This includes free energy check-ups for your home, installation of draught proofing equipment and free 'Winter Warmer' packs.

Who is eligible?

- Over 65s
- People with respiratory illness
- People with cardiovascular disease
- People with mental illness
- People with dementia
- Families containing children under the age of 5
- Pregnant women

The service also offers **benefit advice**, checking that you are receiving all of the benefits that you are entitled to.

For more information and to access the energy saving or benefit advice service please phone **01606 723 160**.

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 your current contact details with reception.

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 wams@nhs.net, phone 01244 39055 or complete the 'Suggestion Form' on the website at www.westernave.org.uk

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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.

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.**

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- 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
- 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

Western Cheshire Out of Hours Service
01244 385300

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If you need to see a Doctor **urgently** then you should contact the Western Cheshire Out of Hours Service. This service operates from 6.30pm on weekdays, and from 6.30pm on a Friday through to 8am on a Monday.

Western Cheshire Extended Out of 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.