

Western Avenue Medical Centre



Telephone: 01244 390755

www.westernave.org.uk

NEWSLETTER – SPRING 17



GP Rota

Monday

Dr Avula

Tuesday

Dr Avula & Dr Ojeda

Wednesday

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

Thursday

Dr Adams & Dr Ojeda

Friday

Dr Avula

system to improve telephone access

- Additional reception cover over the lunchtime period
- The number of available pre-bookable GP appointments will increase
- Colouring sheets and puzzles for children are now available in the waiting room

The practice employs Advanced Nurse Practitioners Lisa Nicholson, Jo Roberts and Tanya Downes to manage our patients who are suffering from a minor illness or injury. This ensures that GPs are then available to deal with patients with more complex health needs. The practice has introduced a policy with immediate effect, that all patients presenting for the first time with a minor illness or injury will be booked an appointment with Lisa, Tanya or Jo where available. Patients will not be given the option to request an appointment with a GP instead. We have taken this decision to ensure that all patients have access to the most appropriate clinician for their condition.

Thank you for your cooperation.

Practice Survey Results

Thank you to all of those patients that participated in the recent practice survey. The results were extremely positive, and can be viewed in full on the practice website or on the display screen in the waiting room.

As a result of the survey, these are some of the changes that will be introduced:

- Test results will be sent via text message to patients, to reduce the number of telephone calls into the practice
- A queueing facility will be added to the phone

We welcome any feedback from patients. Please complete a suggestion/comment form in the waiting room or speak to a member of the reception team.

Staff changes

Nina Goodchild has sadly left the practice. Her replacement is Advanced Nurse Practitioner Tanya Downes. Tanya can deal with all minor injury/illness, and specialises in paediatrics. Tanya will combine her role here with her existing role at the Out of Hours service.

Minor Illness/Injury policy

- The CCG will not fund the prescribing of medicines

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and treatments that are available to buy over the counter. Example products: Paracetamol, ibuprofen, oral antihistamines, nasal sprays, sore throat products, sunscreen,

- The CCG will not fund the prescribing of medicines and treatments for any medical condition where there is insufficient evidence of clinical benefit. Example products: Herbal remedies, vitamins, minerals and health supplements.
- The CCG will stop funding gluten free food with effect from 1st October

Training days

Please note that the practice will be closed staff training and development between 12 noon and 5pm on the following dates:

29th March
27th April
23rd May
27th June

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.

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'

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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.**

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.

Medical Scribe

Dr Avula currently has a medical scribe working alongside him. A medical scribe is a non-clinical

role. The scribe will record consultation notes and manage any paperwork generated during your consultation, effectively working as a Personal Assistant to the GP. The work of the scribe is checked by Dr Avula for accuracy. If you do not wish for the scribe to be present during your consultation please make reception of Dr Avula aware.

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.