

Western Avenue Medical Centre



Telephone: 01244 390755

www.westernave.org.uk

NEWSLETTER – SUMMER 2015



Staff Changes

We would like to welcome Dr Mark Adams back to the surgery. Dr Adams returns after a period of time working at our sister practice in Ellesmere Port. Dr Adams will work on a Wednesday and Thursday.

Sadly our HCA, Jeni Carter, will be leaving the practice at the end of July. Interviews are currently taking place to replace Jeni. We wish Jeni the best of luck! Jeni will be replaced by Julie Prince who joins us from Tarporley Medical Centre, and Sarah Moore who worked previously at a practice in Northwich.

Nurse Practitioner Nina Goodchild has joined the practice. Nina will run a minor illness clinic on a Tuesday and Thursday morning. Nina joins us from the GP Out of Hours Service based at the Countess of Chester Health Park.

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

Practice Telephone Number

Did you know that the practice telephone number 01244 371218 has been removed? 01244 390755 remains, and is the number to be used to contact the practice. By having one dedicated number will increase the chances of you being able to contact the surgery by telephone.

Do we have your correct contact details?

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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.

GP Patient Survey Results

The latest IPSOS Mori patient survey results have now been published. If you wish to view the results then please visit www.gp-patient.co.uk and search for 'Western Ave Medical Centre'.

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

Women's & Sexual Health Clinic

The practice now runs a WASH clinic every other Monday afternoon, offering the following services:

Coil fitting, contraceptive implant/removal, STI testing, menopause advice and treatment, pre-pregnancy advice.

Contact the surgery to make an appointment.

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.

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Practice Top Performance

Western Avenue had the highest uptake of the flu vaccination in West Cheshire amongst the at risk over 65 patients during 2014. The 2015 flu campaign will begin shortly. Patients that are eligible are:

- 65 year and over (as at 31/3/16)
- Pregnant
- Certain long-term medical conditions
- Living in a care home
- Carers
- Children: 6m + with long term medical condition, 2, 3 & 4 years old, children in school years 1& 2

Please contact the surgery in mid-September to make an appointment.

For more information visit www.nhs.uk

Western Avenue also had the highest number of patients accessing the Pharmacy First service during the last quarter.

Thank you for your co-operation!

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:

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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
- Vaginal Thrush

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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

Western Cheshire Out of Hours Service

01244 385300

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.