

Aspull Surgery Patient Participation Group Newsletter

Issue 14 - June 2017

Welcome to edition 14 of the Patient Participation Group Newsletter.

The group would like to update you on the latest news happening in the surgery and in our locality within the NHS. If you require any further information on any topics covered feel free to ask at reception.

In this issue...

- Update on practice staff
- More information about extended hours and hubs
- Wednesday afternoon appointments
- Online access
- Prescription updates
- Appointment attendance
- NHS Healthchecks



Updates of GP's & Nursing Staff

- Dr Foster will be known as **Dr Wildon** from 24th May 2017.

Retirement

- Pat Urquhart — practice nurse has retired from the surgery .
- Kathryn Catterall — Receptionist has retired from the surgery.

(see overleaf).

Welcome

- New practice Nurse Sian joined the team in March 2017.
- New Advanced Nurse Practitioner Linda joined the team in April 2017.

We hope the new nursing team settle in well and enjoy their time at the surgery.

Messages from the staff at the surgery

Sorry to see you go Pat

Pat has been a credit to the practice for 16 years and served the patients in the most caring and professional way. She has been a rock to us all when times have been hard. We wish Pat the very best in her retirement!

We will miss you!

Happy Retirement Kathryn

Kathryn was our most senior receptionist and was respected by both staff, GPs and patients. She had worked at the surgery for 25 years and provided the surgery with a wealth of knowledge, experience and dedication. Enjoy your retirement Kathryn you deserve it.

We will miss you!

There has been a lot of change in the past couple of years at the surgery but the practice is still striving to ensure the patients of Aspull get a safe, caring a quality service. Please be patient whilst new and existing staff adapt to changes. The practice welcomes feedback about the service at all times and this can be fed back to them via Friends and Family cards in the waiting room or text message. Thank you

Wigan GP Access Alliance

Book an appointment to see a GP or HCA from 6.30pm until 8.00pm weekdays and between 10.00am and 4.00pm on Saturdays, Sundays & Bank Holidays

Call **01942 482848** between:

9:30am - 7:15pm weekdays

9:30am - 3:15pm weekends & bank-holidays

The hubs available are...

- Ashton Medical Centre
- Bridgewater Medical Centre
- Kidglove House
- Pemberton Surgery
- Pennygate Medical Centre
- Shevington Surgery
- Tyldesley Health Centre



See a GP or Nurse Evenings and Weekends at your convenience

RIGHT CARE, RIGHT TIME

From **1st July 2015** you can book an appointment to see a GP or Nurse until **8.00pm weekdays and between 10.00am and 4.00pm on Saturdays and Sundays**

How to get an appointment
Registered Wigan Borough Patients telephone **01942 482848** and book yourself an appointment

Only go to A&E if you have a serious illness:
Blacking out / Bleeding you can't stop / Severe chest pain / Choking / Loss of consciousness / Stroke These are all emergencies and you need urgent hospital care.



To maximise routine availability to a GP Aspull Surgery participates in an additional scheme where Aspull patients are able to book routine appointments for Wednesday afternoons at the hubs. These appointments can be booked ahead of time using the same number as above.

Bowel Cancer Screening.

Bowel cancer screening can save lives. If bowel cancer is found early, it is easier to treat. Screening may also pick up non-cancerous growths (polyps), which could become cancerous in the future.

Bowel cancer is treatable and curable, especially if it's diagnosed early. Nearly everyone diagnosed at the earliest stage will survive bowel cancer. Taking part in bowel cancer screening is the best way to get diagnosed early.

To see just how easy it is to do the screening, please visit the below website where you will be able to access a video for more information on how to do the test at home.

https://www.youtube.com/watch?v=m2f-wY0C_1Q



National Health Checks

What is an NHS Health Check?

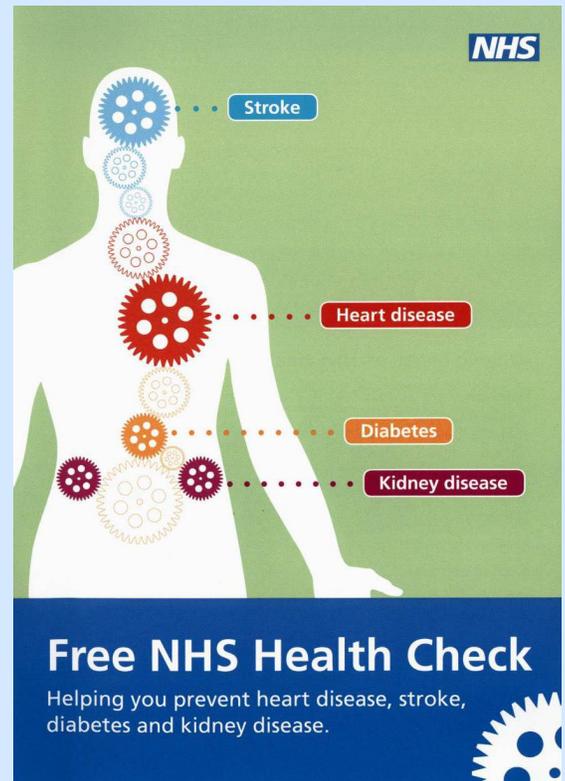
The NHS Health Check is a health check up for adults in England aged 40-75. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk.

In its first five years, the NHS Health Check is estimated to have prevented 2,500 heart attacks or strokes. This is the result of people receiving treatment after their Health Check.

The latest research suggests that:

- for every 27 people having an NHS Health Check, one person is diagnosed with high blood pressure
- for every 110 people having a Health Check, one person is diagnosed with type 2 diabetes
- for every 265 people having a Health Check, one person is diagnosed with kidney disease

If you require any further information, please feel free to ask at reception. Similarly, if you are eligible and would like to book your free NHS health check, please contact reception.



Free NHS Health Check
Helping you prevent heart disease, stroke, diabetes and kidney disease.

Patient Online Access.



Did you know that Aspull Surgery offers online access? This gives you the option to order repeat prescriptions, book appointments, view allergies and immunisations etc. online! If you would like to sign up to this service please call into the surgery with proof of identity

where we will be able to supply you with the quick and easy consent form (copy also attached to the back of this newsletter for your convenience) and get you signed up.

Prescription Services.

Did you know that you have the option to your repeat prescriptions synchronised?



Patients who have a number of repeat items will often run out at different times. When this happens, patients will tend to order just the item that they have run out of, not realising that another repeat item may be due to run out in the near future and requiring another request to be made. This means that patients are needing to put in more frequent requests, which is inconvenient for them having to make multiple trips to the surgery.

The ability to synchronise repeat medications means that they can be organised in a way that means all items would run out at the same time if taken as prescribed.

If you would like your prescriptions to be synchronised, please ask one of our receptionists about the process for getting this arranged for you.

We would also like to remind patients that we are unable to take repeat medication requests over the phone. Please allow a minimum of 48 hours for us to process your repeat prescriptions. ***We would be grateful if patients can refrain from telephoning before the 48 hour period has passed.***

Controlled Drugs

The practice have implemented a new system for releasing prescriptions of controlled drugs. Patients who are prescribed any of the drugs from schedules 2 or 3 will be asked to sign for them when they are collected. This is another measure to ensure these drugs do not get misplaced and could be at risk of falling into the wrong hands. Patients may feel inconvenienced by this however it is a safety measure and the staff would appreciate your patience.

There is a large list of recognised controlled drugs which are sectioned into 4 schedules.

More information can be found here :

<https://www.gov.uk/government/publications/controlled-drugs-list--2/list-of-most-commonly-encountered-drugs-currently-controlled-under-the-misuse-of-drugs-legislation>

Aspull Surgery

Manage your health care provision online

We are introducing a new service called Patient Access. This will let you interact with our practice using the internet at your convenience, even when we are closed.

You will need to register with the practice to access this service, and once registered you will be given information that will enable you to create your username and password.

If you are interested in this service, please complete the form and return it to reception with 2 forms of identification.

Surname	Date of birth
First name	
Address	
Postcode	
Email address	
Telephone number	Mobile number

I wish to have access to the following online services (please tick all that apply):

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Summary Care records	<input type="checkbox"/>

Signature	Date
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If you would like online access to your detail coded records please speak to reception for more information.

For practice use only

Patient NHS number		Practice computer ID number	
Identity verified by (initials)	Date	Method Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID and proof of residence <input type="checkbox"/>	
Authorised by		Date	
Date account created			
Level of record access enabled		Notes / explanation	
Prospective <input type="checkbox"/> Retrospective <input type="checkbox"/> All <input type="checkbox"/> Limited parts <input type="checkbox"/> Contractual minimum <input type="checkbox"/>			