

WE WOULD LIKE TO TAKE THIS  
OPPORTUNITY TO WISH  
EVERYONE A VERY



FROM ALL AT THE  
NORTHOLME PRACTICE



# Northolme News

CHRISTMAS 2016



Emergency cover and advice will be provided by  
**CARE DIRECT**  
Who should be contacted on  
**111**



## APPOINTMENTS

The GPs, Nurse Practitioners and Nursing Team run surgeries and clinics at various times between 7.30 am and 6.00 pm Monday, Thursday and Friday and GPs run clinics from 7.00 am on Tuesday and Wednesday at Kos Clinic.

Surgeries and consultations are by appointment only. Appointments can be made up to 4-6 weeks in advance either at the surgery or by telephone, between 8.00 am and 6.00 pm Monday to Friday.

We strive to maintain 48 hour access to our medical team for all patients. Therefore the majority of appointments for GPs are “book on the day”

For a morning appointment if you ring the surgery at 8.00 am For an afternoon appointment if you ring the surgery at 11.00 am

**You can also book limited appointments at any time using the online service – please register with the receptionist at the surgery for this service.**

You may see any doctor but please try to avoid seeing different doctors in the same episode of illness. Receptionists will NOT require medical details to make routine appointments.

Telephone appointments with the GPs, Nurse Practitioners and Nursing team are also available for patients who may require urgent medical assistance but no appointment is routinely available or requires urgent service. This service involves either one of the GPs or the Nurse Practitioners calling the patient on the phone.

Messages cannot be left on answer machines therefore it is vital that you can give a telephone number where you can be contacted. The reception team are responsible for managing the allocation of appointments and to do this effectively they will ask for details. The receptionist needs only the briefest detail to be able to direct patients to the most suitable clinician (Doctor, Nurse Practitioner, Practice Nurse or Health Care Assistant).

Each appointment is for one person only with one complaint. If you have a number of concerns that you need to discuss, further appointment time will be necessary. Please advise reception of your needs when booking your appointment

If for any reason you have to cancel an appointment please let the reception staff know as soon as possible, then we will be able to let someone else use the appointment.

## DATES FOR YOUR DIARY 2016 - 2017 The Surgery will be closed on the following dates

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### Bank Holiday dates

**Christmas Bank Holidays**

**Monday 26<sup>th</sup> December**

**&**

**Tuesday 27<sup>th</sup> December**

**Monday 2<sup>nd</sup> January 2017**

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**Protected Time - 1.00 pm to 6.00 pm**

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**Tuesday 13<sup>th</sup> December 2016**

**Wednesday 15<sup>th</sup> February 2017**

**Wednesday 15<sup>th</sup> March 2017**

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## THE NORTHOLME PRACTICE PATIENT PARTICIPATION GROUP

The NHS is eager to get more and more patients involved in decision making at all levels, and locally our Clinical Commissioning Group is keen to gather the views of patients on the development of services.

A way of doing this is to become more involved with our Patient Participation Group by attending our meetings every 4 months.

If you would like to attend please contact Judi Anderson on 01422 893126 or email [Judith.anderson@gp-b84008.nhs.uk](mailto:Judith.anderson@gp-b84008.nhs.uk)

## EMAIL ADDRESSES

We are updating our records and collecting email addresses. Slips are available on reception to complete with a view to improving contact with patients

# CHRISTMAS JUMPER DAY



## FRIDAY 16<sup>TH</sup> DECEMBER

As a practice we have decided to have a Christmas jumper day.

We are raising money for Overgate.

Please join in and wear your Christmas jumper



**Please be aware that an appointment with the Doctor is for 10 minutes. If you wish to discuss more than one problem then please book a double appointment for 20 minutes.**

### Urgent Appointments

Patients with urgent problems will be seen on the same day. Brief medical details may be requested by the reception staff to help determine urgency.

Note: Patients will NOT be seen without an appointment unless it is a medical emergency. If you arrive late for an appointment we cannot guarantee that you will be seen, you may need to make another appointment.

### ONLINE BOOKING

GP appointments are now available to book online. You can also order repeat medication which has been authorised by a GP. Please note you will require a login to be able to access this online service. If you are over 16 years of age, please call into the surgery to request "online service" as we cannot arrange this over the telephone. **Please bring along with you some photographic proof of ID so that we can confirm your identity.** You can also download the SYSTMONLINE app to any smart phone.

Did you know you can cancel your appointment online or by text? Do we have your correct mobile number?

### MOBILE PHONE NUMBERS

Patients age 16 and over please can you inform reception of your mobile number, also can you inform the practice if you have recently changed your mobile number so we can amend our records.

### OUT OF AREA

Patients who move to an address outside of our practice area are advised to register with a new doctor as soon as possible so that your medical records can be transferred. This is a practice decision to remove all patients who move outside our practice area.



## FLU CLINICS

We still have Flu vaccines available for both adults and children.  
Please ring the surgery to get your now.

## SHINGLES

From 1 September 2016 shingles vaccine should be offered to:  
Patients aged 70 years at any point between  
1<sup>st</sup> September 2013 & 1<sup>st</sup> September 2016 (inclusive)  
Date of Birth Range 02.09.1942 – 01.09.1946

## CATCH UP

Patients who are aged 78 or 79 ( but have not reached the age of 80 years ) on 1<sup>st</sup> September 2016  
Date of Birth range 02.09.1936 – 01.09.1938

## PNEUMONIA VACCINE

The vaccine is available to all patients over the age of 65 and it is also available to patients with certain chronic diseases.

## OVER 75 HEALTH CHECK

The practice is pleased to be able to offer an annual health check to all patients aged 75 and over. This initiative has been funded by the Calderdale CCG for all patients in the area.  
The aim of the health check is to improve the care and support given to the over 75 population to ensure that every step is put in place to avoid any potential health issues in the future, thereby helping you lead a long and healthy life. If you are aged 75 and over and have not had a health check after the 1<sup>st</sup> April, please contact reception to make an appointment with the Health Care Assistant or Practice Nurse.

## HOLIDAY TIME



## PROTECT YOURSELF FROM THE WINTER SUN

The sun does have health hazards and there has been a rapid rise over the number of skin cancer and skin conditions that can lead to skin cancers. These relate to the amount of sun exposure that an individual has over the years. Obviously sun exposed areas are most affected e.g. your face, legs and backs of hands.  
Remember to cover up and use a high sun protection factor 30+ (SPF).



## HOLIDAYS

For those who have plans for winter holidays, remember that if you need vaccinations for protection against various diseases, you need to plan in advance. It is advised to have immunisations 6 weeks before you travel to give you best protection.  
Please ask at reception for a holiday vaccination form which needs to have all family members who will be travelling with you.





People Helping People



## Friends + Family

This is a questionnaire we provide for the patients at Kos clinic and the Northowram surgery to rate the likelihood of you recommending the Northolme Practice to your friends and family. This also provides an opportunity for you to let us know your views and suggestions to help us improve our service. Your comments and input are very important.

Listed below are some of your comments.

Q. Why can't we have a blood clinic at Northowram?

A. Blood tests are carried out at Kos clinic by the phlebotomy service from CRH on the 2 designated mornings. Unfortunately we cannot provide this service at both sites as we do not have 2 clinic rooms at the Northowram surgery.

Q. If you need an urgent blood test outside clinic times why could this not be done in the afternoon?

A. Samples are collected by the Hospital transport service at 1pm daily and cannot be stored overnight due to the fact that they will not be suitable to process after this length of time.

Q. I feel questioned to death and it doesn't make any difference.

A. We appreciate that this can seem the case, however, much of the information we are asking for is governed by national requirements.

However, this is our opportunity to obtain your thoughts and suggestions and we always look at ideas put forward to see if any changes are possible.

Q. I seem to get bombarded with invitations for flu vaccines.

A. We are required to send three invitations to all eligible patients. If you decline the invitation by text, phone or by calling at reception this can avoid any further invitations being sent.

Q. I know counter signatures are a national practice but most patients probably don't know a suitable professional. So to charge £18 for 2 signatures I consider to be expensive.

A. This is a standard charge set by British Medical Association guidelines as it is NHS work and has to be carried out within the normal working day.

Q. I think the prescription charge is too high.

A. This is set by the Government and is unfortunately beyond our control.

People Helping People



## STAFF NEWS



We had a wedding in August, Diane Branford our Practice Manager married Craig and is now Diane Harris. Congratulations to Diane.



Dr Jon Malone and his partner Kate had a new baby boy in September, Stanley, a little brother for William.



Nurse Jane has gone on leave for 6 months and Nurse Becky has left the practice to further her nursing career.

We welcome Nurse Victoria Thompson back from her travels, Victoria will be with us on a temporary basis.

We have two health care assistants one is on sick leave at the moment but wish her a speedy recovery.

We have a new TV screen at Northowram with topical displays and we will soon have the same up and running at Kos and the annexe.

We are having a Christmas jumper day on the 16<sup>th</sup> December and hope to raise money for Overgate hospice.

## DNA

August = 19hrs 0 mins

September = 16hrs 30 mins

October = 16hrs 56 min

**Please can we try and avoid this by cancelling your surgery appointments**

## LUNG CANCER

### Get it off your chest – don't keep your cough a secret

Here comes winter and everyone seems to have a cough!

Doctors are urging people to stop waiting for their cough to clear and get themselves to their GP.

Winter is a difficult time because people think they shouldn't bother their doctor unless it is something serious. The problem is it could be very serious and the only way to find out is to get it checked.

A persistent cough could be a sign of lung cancer so the sooner it is detected and diagnosed the better chance of treating it.

While smoking is the main cause of lung cancer, around 1 in 8 people with lung cancer have never smoked so it is important to look out for other tell-tale signs which include repeated chest infections, coughing up blood, breathlessness, feeling more tired than usual, losing weight for no obvious reason and an ache or pain in the chest or shoulder.

Other problems, is that there are usually no signs or symptoms in the very early stages of lung cancer which makes looking out for possible signs when they do occur even more important.

Our best weapon in the fight is early detection, and that depends on people reacting to signs such as a persistent cough.

They won't be wasting anyone's time and it could help save their lives.