

NORTHOLME PRACTICE

Newsletter

SPRING 2019

The Surgery will be closed all day on:

Closed Friday 19th April – Good Friday
Closed Monday 22nd April – Easter Monday
Closed Monday 6th May – May Day
Closed Monday 27th May – Spring Bank



Protected Time Closure Dates

Wednesday 10th April 12.30pm- 6.00pm
Wednesday 12th June 12.30pm- 6.00pm



**when it's less
urgent than 999**

Out of Hours service

**Between 6.30pm - 8.00am, Monday to Friday,
Weekends and Bank Holidays.**

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CQC Inspection

We carried out an announced comprehensive inspection at The Northolme Practice on 9 January 2019 as part of our inspection programme.

Our judgement on the quality of care at this service is based on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as good overall and good for all population groups. We have rated the practice as requires improvement for providing safe services. The practice was previously inspected by the Care Quality Commission in June 2015 and rated as good overall.

We rated the practice as requires improvement for providing safe services - details of which can be found on the CQC website www.cqc.org.uk

The Northolme Practice can confirm that the areas which required improvement for providing safe services have now been dealt with and actioned and the CQC informed accordingly

New Telephone System

We apologise that there have sometimes been issues getting through on the phone and we are working to resolve this.

Our new telephone system will go live on Wednesday 10th April 2019

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Cervical Screening

Cervical screening (a smear test) It is not a test for cancer, it's a test to help prevent cancer.

All women and people with a cervix aged 25 to 64 should be invited by letter. During the screening appointment, a small sample of cells will be taken from your cervix.

The sample is tested for changes to the cells of your cervix.

Finding abnormal changes early means they can be monitored or treated so they do not get a chance to turn into cervical cancer.

You'll get your results by letter, usually in about 2 weeks.

Important

Try not to put off cervical screening. It's one of the best ways to protect yourself from cervical cancer.

Breast Screening

Pennine Breast Screening are inviting all women approx. 50-70years

All eligible women (with up to date addresses) from our Practice are invited once every 3 years.

Appointment letters are sent out 2/4 weeks before the appointment date.

Our 2 permanent sites for Breast Screening are;

St Lukes Hospital (Bradford) and Huddersfield Royal Infirmary

We have a further 4 mobile units. One should be in your area when your invite arrives.

Appointments can be changed by contacting us directly:

01274 365521/2/3

pennine.screening@bthft.nhs.uk

Disabled Parking at Northowram

We have 2 clearly marked disabled parking spaces near to the surgery entrance.

Please can these be left for the patients who need them.

The disabled parking spaces will be monitored at both Kos and Northowram and you may be asked to move your vehicle if not displaying a disabled badge

Patient Group Meeting

Our next Patient Group Meeting (PGM) will be held on Monday 8th April 2019 Meeting will be held at Northowram.

The meeting will start at 6.30pm to 7.30pm.

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Overgate Hospice

Overgate would like to thank The Northolme Practice for having their collection boxes. Overgate Hospice doesn't charge for any of its vital services and is reliant on the goodness of the local community to help raise over £6,800 every day to ensure the skilled professional care is there for those who need it.

We never take your support for granted.

The kindness of your patients and staff

has raised **£299.83**

Thank you for your support

www.overgatehospice.org.uk/fundraising



Travel Vaccinations

For those who have plans for spring/summer 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 yourself the best protection. Please ask at reception for a holiday vaccination form which needs to include all family members who will be travelling with you.



The Hub Service

This is a new out of hours service available to book through the Northolme Practice. If you struggle to get to our surgery during working hours (7.00-18.00), appointments are available at Rastrick Health Centre on Monday, Wednesday and Thursday (from 1st April) between 18.30-20.00 and at Spring Hall Group Practice, Spring Hall, Halifax on a Saturday and Sunday between 10.00-14.00 plus Bank Holidays between 10.00-11.30.

Please let reception know if you wish to book one of these appointments

THE ROYAL BRITISH LEGION

-----POPPEY APPEAL-----

To all our patients

Thank you very much for helping with our Poppy Appeal collection

£20.91 was collected by you.

Your help enables them to continue their vital welfare and benevolent work

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Online Services

More and more patients are now signed up for GP online services. The Northolme Practice has over 4,000 patients using online services. That's approximately 27% of the Practice population.



Order your repeat prescriptions online - some patients have found that they save time and money as they don't need to make a special trip to the surgery to order their repeat prescriptions. The Northolme Practice now receives 1000 online prescription requests each month.



Book or cancel your appointment online when it suits you. No need to wait on the phone. On average 350 appointments per month are booked via the online service.



GP Online Services Quick, easy and secure

- Book Appointments
- Order repeat prescriptions
- Access your Summary Care Record

Sign up to GP online services and you'll be able to use a website or app for:

Appointment booking – you can book, view or cancel appointments online.

Order repeat prescriptions – order and view a list of your repeat prescriptions.

Access your Summary Care Record – view your 'summary care record' online, this includes medicines you are taking, allergies you may suffer from or any bad reactions to medicines.

How to access Online Services: You have to register for online services in person at the surgery, which takes just a couple of minutes. **You will need to provide two forms of identification:**

- 1) Photographic identification – e.g. passport, bus pass or driving licence
- 2) Proof of address – a recent utility bill or bank statement.

Practice reception staff will verify your identity details and provide you with your online login details straight away.

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Stay Well Pharmacy campaign

'Stay Well Pharmacy' is a new campaign from NHS England which encourages people, especially parents and carers of children under the age of five, to visit their local pharmacy team first for clinical advice for minor health concerns such as sore throats, coughs, colds, tummy troubles and teething.



Community pharmacists and pharmacy technicians are qualified healthcare professionals who are the right people to see if you need clinical advice or over the counter medicines to help safely manage a wide range of minor health concerns.

Pharmacists are trained in managing minor illness and can assess symptoms and recommend the best course of treatment or simply provide reassurance.

What's more, if symptoms suggest it's something more serious, pharmacists have the right clinical training to ensure people get the help they need.

With most people living within easy reach of a pharmacy and with many pharmacies offering extended opening hours in the evenings and at weekends, pharmacy teams offer fast and convenient clinical support with no appointment needed. Most community pharmacies (over 90%) also now offer a private consultation room.

Using a pharmacy for minor health concerns will help free up GP time for more urgent appointments and help reduce non-emergency A&E visits.

Appointment DNAs (Did not attend)

There were 583 missed appointments from 1st November 2018 to 28th February 2019

Help us to help you

If you are unable to attend your appointment, please contact the surgery as soon as possible. **You can also cancel your appointment online, even if your appointment wasn't originally booked online.**

Patients who fail to attend appointments on two or more occasions will receive a letter from the Practice, this may then lead to being removed from the Practice.

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About Calderdale CCG

NHS Calderdale Commissioning Group is a membership organisation consisting of 26 general practices that look after the health needs of the estimated 220,300 people who live in Calderdale and/or are registered with a Calderdale GP.

Our role is to improve the health and lives of people living in Calderdale. Through the CCG, local clinicians have a lead role in commissioning the health service used by local people.

The CCG works with partnership the NHS, local authorities, and the voluntary and community sector to ensure that good quality health and care services are available to anybody who needs them in Calderdale, keep people safe and help them to maintain a healthy lifestyle, and address health inequality across our area.

The health and care services Calderdale CCG commissions for local people include:

Planned hospital care – Urgent and emergency care – Rehabilitation care – Community health services – Mental health – Learning disability services.

Please use your NHS wisely

If you become ill and need information or advice visit www.nhs.uk. You can also go to your local community pharmacist.

For more urgent conditions that you don't feel you can take care of yourself, you should contact your GP as usual, or call 111 if:

- You need medical help fast but its not a 999 emergency.
- You think you need to go to your local A&E or need another NHS urgent care service
- You don't know who to call or you don't have a GP to call.
- You need health information or reassurance about what to do next.

Walk-in services are available every Saturday and Sunday and most Bank holidays, from 8.00am to 8.00pm in the following locations.

Park Community Practice

Horne Street Health Centre, Horne Street,(off Pellon Lane) Halifax, HX1 5UA. Out of Hours: 01422 399858.

Calder Community Practice

Located on the second floor in the Todmorden Health Centre, Lower George Street, Todmorden OL14 5RN. Out oh Hours: 01706 811 106

Self-care medicines

There's a wide range of self-care medication available in pharmacies, shops and supermarkets around Calderdale that can be used to treat common ailments and save you the trouble of a GP appointment. For advice on which medicines are suitable for you and your family speak to your community pharmacist.

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Pain relief-painkillers like aspirin, paracetamol and ibuprofen are highly effective at relieving most minor aches and pains, such as headaches and period pain, and symptoms of colds and flu. Ibuprofen can also help reduce the inflammation seen in arthritis and sprains.

Antihistamine tablets- useful for dealing with allergies, insect bites and hay fever.

Oral rehydration salts- to help restore your body's natural balance of minerals and fluid after a fever, diarrhoea or vomiting.

Anti-diarrhoea tablets- can quickly control the symptoms of diarrhoea, although they don't deal with the underlying cause. These should not be given to children under 12. Speak to your pharmacist for advice.

Indigestion treatment- to relieve stomach ache and heartburn

As with all medicines, always read the label to make sure they are suitable for you, and keep them out of reach of children. Ask your pharmacist if you need any advice about medicines or are unsure if they are suitable for you to take.

Blood tests (Phlebotomy) Change to Blood clinics from 1st June

On the 1st June 2019 the blood clinic at Kos on Friday will move to Northowram Surgery.

New clinic times are:

Kos Clinic Monday 8.00am to 11.30am

Northowram Surgery Friday 8.00am to 11.00am

From the 1st June all warfarin appointments will be booked by the warfarin clinic.

You can now book your blood test appointment online.

Drs, Chin, Ross, Cameron, Howes, Santhanam & Malone

Hipperholme Surgery
Roydlands Street
Hipperholme
HALIFAX HX3 8AF
Tel: 01422 205154



Northowram Surgery
Northowram Green
Northowram
HALIFAX HX3 7JE
Tel: 01422 206121

www.thenortholmepractice.co.uk

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