

# Northolme Practice

## Newsletter

### Winter 2018

**The Surgery will be closed all day on:**

Christmas Day - Tuesday 25<sup>th</sup> December

Boxing Day – Wednesday 26<sup>th</sup> December

New Years Day – Tuesday 1<sup>st</sup> January 2019



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

### Out of Hours service

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

**FLU VACCINE ARE STILL AVAILABLE TO BOOK**



**flu  
fighter®**



**PLEASE CALL THE SURGERY  
OR BOOK YOURS ONLINE**

## Obesity

It's a common problem in the UK that's estimated to affect around one in every four adults and around one in every five children aged 10 to 11.

It's very important to take steps to tackle obesity because, as well as causing obvious physical changes, It can lead to a number of serious and potentially life-threatening conditions, such as:

- type 2 diabetes
- coronary heart disease
- some types of cancer, such as breast cancer and bowel cancer
- stroke

Obesity can also affect your quality of life and lead to psychological problems, such as depression and low self-esteem.

Obesity is generally caused by consuming more calories – particularly those in fatty and sugary foods – than you burn off through physical activity. The excess energy is stored by the body as fat.

Obesity is an increasingly common problem because for many people modern living involves eating excessive amounts of cheap, high-calorie food and spending a lot of time sitting down, at desks, on sofas or in cars.

The best way to treat obesity is to eat a healthy, reduced-calorie diet and exercise regularly. To do this you should:

- eat a balanced, calorie-controlled diet as recommended by your GP or weight loss management health professional (such as a dietitian)
- join a local weight loss group
- take up activities such as fast walking, jogging, swimming or tennis for 150 to 300 minutes (two-and-a-half to five hours) a week
- eat slowly and avoid situations where you know you could be tempted to over eat

There's no "quick fix" for obesity. Weight loss programmes take time and commitment, and work best when fully completed. The healthcare professionals involved with your care should provide encouragement and advice about how to maintain the weight loss achieved.

Regularly monitoring your weight, setting realistic goals and involving your friends and family with your attempts to lose weight can also help.

Remember that even losing what seems like a small amount of weight, such as 3% or more of your original body weight, and maintaining this for life, can significantly reduce your risk of developing obesity-related complications like diabetes and heart disease.

## Glowing report for local GP surgeries

The annual GP patient Survey is an England-wide poll, providing data of patient experience for every GP Practice in the country. It is carried out by market research company Ipsos Mori on behalf of NHS England.

Between January and March this year patients of GP practices in Calderdale were asked to rate the service they received in areas including making appointments, their views on the care they received, how their health conditions were managed, practice opening hours and health services available when surgeries are closed.

87% of people completing the survey rated their overall experience of their GP Practice as 'good', putting surgeries in Calderdale above the national benchmark 84%. **Northholme achieved 90%**

**Northholme came out top with managing long-term health conditions.**

## New opening times at the Calderdale Royal – Pathology

Please note that the pathology lab opening times at Calderdale Royal have changed.

They are Monday to Friday 7.30am to 4.30pm

## Opening times at the Calderdale Xray Department

Monday to Friday 8.00am-4.30pm

## Opening times at the Calderdale A & E Xray Department

Monday to Friday 4.30pm-8.00pm

## FLU CLINIC UPDATE - FLU CLINIC UPDATE - FLU CLINIC UPDATE

**This year there are 2 different vaccines that will be given dependant on age.**

NHS England has recommended that the adjuvanted trivalent influenza vaccine (aTIV) be made available to all those aged 65 and over in 2018/19 as this is the most effective vaccine currently available for this group and that adults aged 18 to under 65 in clinical at-risk groups are offered the quadrivalent influenza vaccine (QIV)

**There will be pre-bookable appointments available most days-  
contact reception/book online if you wish to book in advance**

## Overgate Hospice

In the entrance foyer at Northowram we have a collection of books for sale donated by our patients. We also have a lovely basket of handmade cards kindly donated by Susan Brown.

All money collected will be given to our chosen charity **Overgate**

[www.overgatehospice.org.uk/fundraising](http://www.overgatehospice.org.uk/fundraising)



## Travel Vaccinations

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 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.



## New rooms at Northowram

We have created 2 new consulting rooms at Northowram, we now have 18 consulting rooms across both sites.

We also have a BP machine at both sites for patients to use, please make use of them

## Patient Group Meeting

Our next Patient Group Meeting (PGM) will be held in March/April 2019  
Date to be arranged

Meetings will be held at alternate sites.  
The meeting starts at 6.30pm to 7.30pm.

## 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 Southowram Surgery, Law Lane, Southowram on Monday to Friday 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.

## Online Services

More and more patients are now signed up for GP online services. The Northolme Practice has over 3,300 patients using online services. That's approximately 22% 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 over 750 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.

## 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 1,484 missed appointments from January to October 2018**

### 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.

## 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](http://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.



**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)**

NHS Trust Phlebotomists can now do blood tests for children 10 years and upwards but will need a double appointment. If a spray or cream is required for numbing, our GPs will have to prescribe this which the parent then needs to apply. The Phlebotomist cannot apply this. Children under 10 still need to go to the hospital as normal. Children over 10 can still go to the hospital but need to go to the adult blood (phlebotomy) clinic.

[You can now book your blood test appointment online.](#)

## **Drs, Chin, Ross, Cameron, Howes, Santhanam & Malone** **The Northolme Practice**

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