

# NORTHOLME PRACTICE

## Winter Newsletter

**The Surgery will be closed all day on:**  
**Christmas Day - Wednesday 25<sup>th</sup> December**  
**Boxing Day – Thursday 26<sup>th</sup> December**  
**New Year's Day – Wednesday 1<sup>st</sup> January 2020**



**Please remember to put your repeat prescriptions in to the surgery to see you over the Christmas period.**



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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### APPOINTMENTS

We have a book on the day system for appointments that are needed the same day. Patients ring the surgery at 8.00 am for a morning appointment and 11.00 am for an afternoon appointment.

**Non- urgent/routine appointments** can be made up to 4 to 6 weeks in advance either at the surgery or by telephone between 8am and 6pm Monday to Friday. Alternatively appointments can be booked online. Any home visits needed for that day should be phoned through by 11.00am at the latest.

**EAR SYRINGING** - We are no longer able to offer an ear irrigation (syringing) service. Unfortunately, ear irrigation runs the risk of ear infection or ear drum perforation, therefore, most NHS GPs have discontinued this service. ( Leaflets are available from reception):

In general, we understand that irrigation should rarely be necessary. The most effective way to manage ear canal blockage due to wax or debris is the application of ear drops and/or olive oil, which should disperse excessive wax and regular application will prevent the build-up of wax. Brand names you may have heard of include Earex, Cerumol and Otex (there are others).

### THE OUT OF HOURS HUB SERVICE

Appointments available at:

Rastrick Health Centre

Monday to Friday 6.30pm-8.00pm

Spring Hall Group Practice

Saturday and Sunday 10.00am-2.00pm

Bank Holiday 10.00am-11.30am

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

**FLU VACCINES ARE STILL AVAILABLE FOR ELIGIBLE PATIENTS OF ALL AGES**



### What the Northolme Practice has to offer.

**Doctors.** We have 6 GP Partners, 3 Registrars and FY2 who work closely with Dr Chin, Dr Ross and Dr Howes. Dr Ross and Dr Santhanam provide Minor Surgery. Dr Cameron and Dr Howes provide coil and implant fitting and removal.

**Advanced Nurse Practitioner (ANP)** Julie Gledhill, Julie Raine, Sarah Jowitt and Jenny Chambers. They work alongside the Doctors, they can refer and prescribe.

**Practice Nurse-** We currently have 3 practice nurses, Jane, Lauren & Savoula (Lead Nurse).

Practice nurses are qualified and registered nurses. They can help with health issues such as travel advice/ immunisations, carry out cervical smears, offer advice about contraception, healthy living advice, routine vaccinations & dressings. The practice nurses also manage long-term health conditions such as asthma, COPD and diabetes.

**Healthcare assistant-** Helen supports the practice nurses with their daily work and carry out tasks such as injections ( B12/flu/shingles/pneumococcal) for adults, spirometry ( lung function tests), dressings, blood pressure measurement, including 24 hour blood pressure monitors, suture removal, smoking cessation advice, NHS health checks & new patient checks.



**Overgate** would like to thank The Northolme Practice for having two 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. I hope that you will be pleased to learn that the kindness of your patients and staff has raised **£247.98**

On behalf of everyone at Overgate Hospice please accept our sincere thanks for your support  
[www.overgatehospice.org.uk/fundraising](http://www.overgatehospice.org.uk/fundraising)

**Volunteer gardeners brighten up Northowram** Since 2017 Northowram residents have surely noticed areas of greenery and bloom springing up and around many outdoor areas in the village.

Jim Shepherd and Steve Jones head a team of dedicated volunteer who are behind the project which is brightening up the village for the benefit of everyone that lives there.

Their work on the gardens around the GP surgery has made a visit to the doctors that bit more enjoyable with a calm and beautiful spot to sit and relax.

The latest project is a wildlife garden with wildlife friendly planting, bird boxes, a pond and mammal and insect habitats with bee hotels to be added soon.

It is a low cost project, the plants are propagated by Jim in his greenhouse and the habitats have been created from recycled materials. The bird boxes and butterfly homes have been made by volunteers.

The village Scarecrow Committee makes a much welcomed annual donation.

#### **Appointment DNAs (Did not attend)**

**There were 1253 missed appointments from January to October 2019 (average 125 monthly)**

#### **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.

#### **GP Online Services update...**

**Online access to your medical record** - the surgery has recently enabled additional functionality to the online services we offer. Patients can now request access to their detailed medical record via the online service website or online service app. **Access for parents/guardians and carers, (known as proxy access)** - the surgery will be introducing proxy access early next year. This will make it much more convenient for parents and carers to make appointments or request medication online on behalf of their children, or someone they care for.

#### **SOCIAL PRESCRIBERS**

We have Social Prescribing link workers in the Lower Valley:

Your GP or one of the Practice team may suggest a referral if you would like support to explore services that could help improve your health, wellbeing and independence. ..

**Primary Care Network (PCN) Lower Valley Clinical Director – Dr Alex Ross**

**Practices in the Lower Valley are  
Church Lane Surgery, Longroyde Surgery,  
Northolme Practice, Rastrick Health Centre and  
Rydings Hall Surgery.**



**The Registered population is 44,563.**

#### **Patient Group Meeting**

Our next Patient Group Meeting (PGM) will be held Monday 27<sup>th</sup> April 2020. The meeting will be held at Northowram Surgery starting at 6.30pm to 7.30pm.

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

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