

NORTHOLME PRACTICE

Newsletter

SUMMER 2019



The Surgery will be closed All Day on:

Monday 26th August (Bank Holiday)

Half-day Closures

Wednesday 11th September 12.30pm-6.00pm

Wednesday 13th November 12.30pm-6.00pm

Wednesday 12th February 2020 - 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.**

PRIMARY CARE NETWORK

The establishment of Primary Care network (PCN) is made up of local GP Practices, our PCN is Northolme, Church Lane, Rydings Hall, Rastrick and Longroyde and will also include community teams, the overall result will be the creation for the first time since the NHS was set up of fully integrated community based health care and community teams.

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.

Alternatively you can book online, these appointments are available to book 4 to 6 weeks in advance for non- urgent/routine appointments.

Any home visits needed for that day should be phoned through by 11.00am at the latest.

Blood tests (Phlebotomy)

PLEASE NOTE- New clinic times:

Kos Clinic Monday 8.00am to 11.30am

Northowram Surgery Friday 8.00am to 11.30am

You can now book your blood test appointment online.

Please note all warfarin appointments are now booked through the Warfarin Clinic and not the surgery. Any cancellations/changes need to be made through the Warfarin Clinic, we are unable to view or access your appointment details.

Please telephone the Warfarin Clinic on 01422 355014

New Telephone System

The "New Telephone system" has been installed and is now up and running.

Thank you for your patience during this change over.

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 8 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. 50-70 years

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

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 later this 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.

Patient Group Meeting

Our next Patient Group Meeting (PGM) will be held on

Monday 9th September 2019. The meeting will be held at Kos Clinic in the Annexe starting at 6.30pm to 7.30pm.

Friends and family feedback. You Said We Did

Saturday appointments and more pre-bookable	Appointments every day to book in advance either by telephone or online. See the HUB Service below.
Holes in the road at Kos Need filling in.	We have arranged for this to be done. Holes filled in and we will monitor this.
Extend consultations to maybe 15 minutes, sometimes more than one ailment.	Double appointments are available if you require a longer consultation with the Doctor, please ask reception when booking.

The Hub Service

This is a new out of hours service available to book through the Northholme 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.

From the 19th July 2019 until March 2020 The Hub Service will open 5 evenings a week

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.



Care and support
through terminal illness

The Great Daffodil Appeal

Thank you for being part of the Great Daffodil Appeal. Your support is very much appreciated by the Northholme Practice.

You have helped raise £36.05

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.

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 621 missed appointments, 390 at Kos and 231 at Northowram from 1st January 2019 to 31st May 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.

FLU NEWS 2019-2020

For patients 65yrs and over and patients in clinical risk groups

Flu Clinic and Appointment dates.

A selection of **pre-bookable** mixed age clinics will be available Monday to Friday (surgery hours) at both Kos and Northowram.

We will have 2 Saturday morning clinics (**No appointments needed**)
These clinics will be from 8.00 am to 2.00 pm.

Kos Clinic – Saturday 5th October
Northowram – Saturday 19th October

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 of 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.

Thank you

Many thanks to the patient who very kindly donated a new BP machine, this has been calibrated and is now being used in the Practice.

Many thanks go to the Northowram volunteers for the beautiful flower garden displays around the surgery

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

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