



Northolme Practice Newsletter - Spring 2018

Opening Hours

Northowram surgery now opens at 7.00am
Tuesday and Wednesday mornings for early appointments.

Kos Clinic telephone line is now open Monday to Friday
from 6.00pm to 6.30pm to provide patient access to a clinician.

The Surgery will be closed on the following dates:

Closed Friday 30th March – Good Friday
Closed Monday 2nd April – Easter Monday
Closed Monday 7th May – May Day
Closed Monday 28th May – Spring Bank

Protected Time

The surgery will be closed for staff training
Wednesday 14th February 12.30pm – 6.30pm
Wednesday 11th April 12.30pm – 6.30pm
Wednesday 13th June 12.30pm to 6.30pm

Out of Hours

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

If you require urgent help please contact 1-1-1
IN A LIFE-THREATENING EMERGENCY DIAL 999
AND ASK FOR THE AMBULANCE

Patient Participation Group Meeting (PPG)

The next PPG meeting is planned for September 2018, and will be held at the
Kos Clinic, 6.30pm to 7.30pm – exact date will be advertised soon.



GP Online Services

Quick, easy and secure

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

At the Northolme Practice we offer the following online services:

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 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.



POPPY APPEAL

Thank you very much to all for helping with our Poppy Appeal.

£24.40 was collected by you.

Appointment DNAs (Did not attend)

Missed appointments during 2017

From January to December the total number of missed appointments was 962.

If you are unable to attend your appointment, please contact the surgery as soon as possible. Did you know you can also cancel your appointment 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.



Goodbyes and Retirements

We say goodbye to Gill Dale, reception manager at Northowram, we all wish her well in her new adventures. Karen Ding has moved from Kos to take her place and Kate Hill will step up and take Karen's place as reception manager at Kos.

Margaret Dean, medical summariser and Annette Hickey, receptionist retire at the end of February and Pat Southwart retires at the end of March. We wish them a long and Happy Retirement.

Thank you for all your hard work over the years.

Hay Fever Time It can be a miserable condition with nasal blockage, sneezing, itchy eyes, cough and occasionally wheeziness. Symptoms can start at any time from March to September.

Simple measures like not opening windows or going out when grass mowing is taking place can help you. Your bodies' reaction to the allergy is to produce histamine from certain cells in your body. Hence treatment is directed at blocking the action of the histamine or stopping the histamine from being released. Treatments such as antihistamines, eye drops and nasal sprays are available for sale over the counter. Please speak to your local pharmacy for advice. It is usually better to treat yourself before symptoms become too bad.

Travel Vaccinations

For those who have plans for spring and 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 have all family members who will be travelling with you.



ACT F.A.S.T Make the Call Dial 999

The F.A.S.T. (Face, Arms, Speech, Time) acronym has featured in our advertising for a number of years and is a simple test to help people identify the most common signs of a stroke.

Face - has their face fallen on one side? Can they smile?

Arms - can they raise both arms and keep them there?

Speech - is their speech slurred?

Time to call 999 if you see any one of these signs



NHS HEALTH CHECK

Helping you prevent

- diabetes
- heart disease
- kidney disease
- stroke & dementia

What is an NHS Health Check?

The NHS Health Check is a health check-up for adults in England aged 40-74. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk.

How do I get an NHS Health Check?

If you're in the 40-74 age group without a pre-existing condition, you can expect to receive a letter from your GP inviting you for a free NHS Health Check every five years. You can also ask the surgery receptionist who will be happy to book you an appointment.

Blood Tests (Phlebotomists)

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 and the parent 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. **Please also note you can now book your blood test appointment online.**

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

The Northolme Practice

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