

Northholme News

DATES FOR YOUR DIARY 2017
The Surgery will be closed on the following dates

Protected Time - 1.00 pm to 6.00 pm

Wednesday 15th February

Wednesday 15th March

THE NORTHOLME PRACTICE PATIENT PARTICIPATION GROUP

The NHS is eager to get more and more patients involved in decision making at all levels, and locally our Clinical Commissioning Group is keen to gather the views of patients on the development of services.

A way of doing this is to become more involved with our Patient Participation Group by attending our meetings every 4 months.

If you would like to attend please contact Judi Anderson on 01422 893126 or email Judith.anderson@gp-b84008.nhs.uk

EMAIL ADDRESSES

We are updating our records and collecting email addresses. Slips are available on reception to complete with a view to improving contact with patients

The Drs and Staff at Northowram Surgery would like to give their thanks to James Shepherd and the Late Helen Silson, for organising the wonderful Christmas lights which were provided for Northowram Surgery, both James and Helen helped first launch the village Christmas lights, which has since progressed onto various premises.

FEBRUARY / MARCH 2017



Emergency cover and advice will be provided by

CARE DIRECT

Who should be contacted on

111

APPOINTMENTS

The GPs, Nurse Practitioners and Nursing Team run surgeries and clinics at various times between 7.30 am and 6.00 pm Monday, Thursday and Friday and GPs run clinics from 7.00 am on Tuesday and Wednesday at Kos Clinic.

Surgeries and consultations are by appointment only. Appointments can be made up to 4-6 weeks in advance either at the surgery or by telephone, between 8.00 am and 6.00 pm Monday to Friday.

We strive to maintain 48 hour access to our medical team for all patients. Therefore the majority of appointments for GPs are “book on the day”

For a morning appointment if you ring the surgery at 8.00 am For an afternoon appointment if you ring the surgery at 11.00 am

You can also book limited appointments at any time using the online service – please register with the receptionist at the surgery for this service.

You may see any doctor but please try to avoid seeing different doctors in the same episode of illness. Receptionists will NOT require medical details to make routine appointments.

Telephone appointments with the GPs, Nurse Practitioners and Nursing team are also available for patients who may require urgent medical assistance but no appointment is routinely available or requires urgent service. This service involves either one of the GPs or the Nurse Practitioners calling the patient on the phone. Messages cannot be left on answer machines therefore it is vital that you can give a telephone number where you can be contacted.

The reception team are responsible for managing the allocation of appointments and to do this effectively they will ask for details. The receptionist needs only the briefest detail to be able to direct patients to the most suitable clinician (Doctor, Nurse Practitioner, Practice Nurse or Health Care Assistant).

Each appointment is for one person only with one complaint. If you have a number of concerns that you need to discuss, further appointment time will be necessary. Please advise reception of your needs when booking your appointment

If for any reason you have to cancel an appointment please let the reception staff know as soon as possible, then we will be able to let someone else use the appointment.

STROKE AWARENESS

Dear

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On 2 February 2017, Public Health England will relaunch the national "Act FAST" stroke campaign, working closely with the Stroke Association. The campaign aims to raise awareness of the symptoms of stroke and to encourage people who recognise any single one of the symptoms of stroke, in themselves or others, to call 999 immediately.

The campaign is built around the 'Act F.A.S.T.' (Face, Arms, Speech, Time) acronym to emphasise the importance of acting quickly by calling 999:

- 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
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Acting F.A.S.T. as soon as stroke symptoms present themselves can not only save lives but potentially limit long-term effects.

Approximately 110,000 people have a stroke each year in England. It is the third largest, cause of death, and the largest cause of complex disability; over half of all stroke survivors are left with a disability.

This campaign aims to highlight the role that others can play when someone is having a stroke, empowering them to call 999 if they notice any symptoms.

DONATION FROM THE MASONIC LODGE

We have very kindly received a donation of equipment from the Lightcliffe Masonic Lodge 3332, Dr Dominic Chin and Practice Manager Diane Harris attended the lodge Christmas meal on the 14th December where the presentation took place from W. Bro Neale Deacon the Master of the Lodge with other lodge members present

The new equipment will enable the practice to record ECG reports directly into the SystmOne patient record, it will not be necessary to print out the ECG any more, the report is then available straight away in the patient record for the Clinician to view

The Northolme Practice would like to thank all Members of the Lightcliffe Lodge for this valuable equipment which will benefit patients and clinicians enormously



URGENT APPOINTMENTS

Patients with urgent problems will be seen on the same day. Brief medical details may be requested by the reception staff to help determine urgency.

Note: Patients will NOT be seen without an appointment unless it is a medical emergency. If you arrive late for an appointment we cannot guarantee that you will be seen, you may need to make another appointment.

ONLINE BOOKING

GP appointments are now available to book online. You can also order repeat medication which has been authorised by a GP. Please note you will require a login to be able to access this online service. If you are over 16 years of age, please call into the surgery to request "online service" as we cannot arrange this over the telephone. **Please bring along with you some photographic proof of ID so that we can confirm your identity.** You can also download the SYSTMONLINE app to any smart phone.

Did you know you can cancel your appointment online or by text? Do we have your correct mobile number?

MOBILE PHONE NUMBERS

Patients age 16 and over please can you inform reception of your mobile number, also can you inform the practice if you have recently changed your mobile number so we can amend our records.

OUT OF AREA

Patients who move to an address outside of our practice area are advised to register with a new doctor as soon as possible so that your medical records can be transferred. This is a practice decision to remove all patients who move outside our practice area.

HOLIDAY TIME



PROTECT YOURSELF FROM THE WINTER SUN

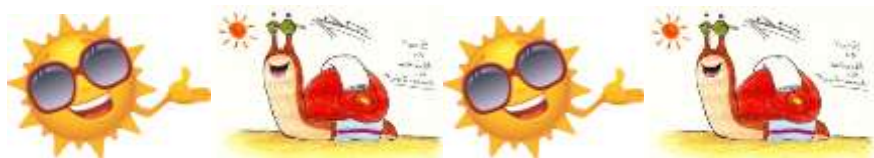
The sun does have health hazards and there has been a rapid rise over the number of skin cancer and skin conditions that can lead to skin cancers. These relate to the amount of sun exposure that an individual has over the years. Obviously sun exposed areas are most affected e.g. your face, legs and backs of hands.

Remember to cover up and use a high sun protection factor 30+ (SPF).



HOLIDAYS

For those who have plans for Winter, 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 you best protection. Please ask at reception for a holiday vaccination form which needs to have all family members who will be travelling with you.



SHINGLES

From 1 September 2016 shingles vaccine should be offered to:

Patients aged 70 years at any point between

1st September 2013 & 1st September 2016 (inclusive)

Date of Birth Range 02.09.1942 – 01.09.1946

CATCH UP

Patients who are aged 78 or 79 (but have not reached the age of 80 years) on 1st September 2016

Date of Birth range 02.09.1936 – 01.09.1938

PNEUMONIA VACCINE

The vaccine is available to all patients over the age of 65 and it is also available to patients with certain chronic diseases.

OVER 75 HEALTH CHECK

The practice is pleased to be able to offer an annual health check to all patients aged 75 and over. This initiative has been funded by the Calderdale CCG for all patients in the area.

The aim of the health check is to improve the care and support given to the over 75 population to ensure that every step is put in place to avoid any potential health issues in the future, thereby helping you lead a long and healthy life. If you are aged 75 and over and have not had a health check after the 1st April, please contact reception to make an appointment with the Health Care Assistant or Practice Nurse.

NEWS FROM THE PRACTICE

We would like to welcome and introduce our New Lead Nurse Savoula Ryan who will join the practice on Thursday 23rd February. Savoula will work at both Kos and Northowram.