



# **NORTHOLME PRACTICE**

## **Newsletter**

### **AUTUMN 2019**

---

**FLU VACCINES ARE ARRIVING EARLY FOR PATIENTS  
AGED 65 & OVER. BOOK YOUR FLU APPOINTMENT NOW**  
You can also book your appointment online

---

**The Surgery will be closed on the following:**

**Half-day Closures**

**Wednesday 11<sup>th</sup> September 12.30pm-6.00pm**

**Wednesday 13<sup>th</sup> November 12.30pm-6.00pm**

**Wednesday 12<sup>th</sup> 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. This was officially launched on Monday 1<sup>st</sup> July 2019

## 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.

## Blood tests (Phlebotomy)

**Kos Clinic** Monday 8.00am to 11.30am

**Northowram Surgery** Friday 8.00am to 11.30am

**Please remember to bring your BLOOD FORM with you.**

**The Phlebotomist is unable to do your bloods without your blood form**

**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

**You can now book your blood test appointment online.**

## Registrar/FY2 Change over

We say goodbye to Dr Jonathan Stancliffe and Dr Fay Perry, they have been very popular within the Northolme Practice.

We now welcome Dr Jag Grewel (Registrar) and Dr Francesco Palazzo (FY2) to the Practice.

They will work along with Dr Anna Williams and Dr Samrah Hashmani (Registrars) who will be with us until early next year

### **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](mailto: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 9<sup>th</sup> 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

Put on a shuttle bus from Hipperholme to Northowram. Not everyone has transport.	We are unable to provide a shuttle bus however there is Community Transport. See below for details
Cut back the trees at the side of the car park, taking up 2 feet of road space.	The gardeners have been and tidied up and also cut back the trees around the car park area.
New phone lines.	Patient feedback. I have to say the new phone lines are fantastic! A massive improvement.

## 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 Rastrick Health Centre Monday to Friday (until March 2020) 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.

**The Hub Service is now open 5 evenings a week until March 2020**

## 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.



## Community Transport

Community Transport is available to patients who do not have access to their own transport. To register, please ask for a registration form from reception. The service costs just £5 for 2 years.

Available car service hours are :  
Monday to Thursday 8.00 am to 4 .00pm.

## 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 29% 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 874 missed appointments, 522 at Kos and 352 at Northowram from 1<sup>st</sup> January 2019 to 31<sup>st</sup> July 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 2019-202

### Flu Clinic and Appointment dates.

#### For patients aged 65yrs and over

A selection of **pre-bookable** appointments are available Monday to Friday (surgery hours) at both Kos and Northowram.

#### For patients aged 65 and over and patients aged 18-64 who are at risk.

Saturday morning drop in Flu clinics. **(No appointments needed)**

**Northowram – Saturday 19<sup>th</sup> October from 8.00 am to 2.00 pm.**  
**Kos Clinic – Saturday 16<sup>th</sup> November from 8.00 am to 2.00 pm.**

### 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 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.

### **New gardens and seating area at Northowram**

The Northolme Practice would like to say a huge THANK YOU to the Northowram volunteers for the lovely flower beds around the surgery.

Also thank you to the Northowram Scarecrow Society and the Northowram volunteers for their donation of two of the benches. The Northolme Practice have also donated a bench.

We now have a lovely seating area and gardens where you can sit for a few moments admiring the wonderful flowers, shrubs and also the wildlife it is starting to attract.

## **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](http://www.thenortholmepractice.co.uk)**