

Northholme Practice

Newsletter Summer 2018

The Surgery will be closed all day on
August Bank Holiday Monday 27th August 2018

The Surgery will be closed for half-day on:
Wednesday 13th June - closed 12.30pm to 6.30pm
Wednesday 12th September - closed 12.30pm to 6.30pm



**when it's less
urgent than 999**

Out of Hours service

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

DATES FOR YOUR DIARY COMING SOON!



**flu
fighter[®]**



Overgate Hospice

Overgate would like to thank all patients and staff who helped with the fundraising over the Christmas period. You raised £98.76. A big thank you to all who helped with this.

www.overgatehospice.org.uk/fundraising



A great big thank you to all the wonderful people who made a donation for the Marie Curie Great Daffodil Appeal 2018. Your donations will help provide nursing and hospice care to those at the end of their lives. Thank you!

www.mariecurie.org.uk/get-involved

Disabled Parking

We have had the 2 disabled parking spaces repainted at Kos Clinic and we have had a further 2 disabled parking spaces painted at Northowram Surgery.



Scarecrow Event - Funding

The Northolme Practice would like to say a **GREAT BIG THANK YOU** to the wonderful volunteers who have completed the beautiful garden renovations near to the entrance of Northowram Surgery. Thank you all!

Ratings for Calderdale GP Surgeries

In February there was an article in the Halifax Courier showing the Friends and Family ratings.

It indicated the top 10 and bottom 10 Practices in Calderdale.

The Northolme Practice came 3rd in the top 10 with a score of 96.4%
WELL DONE TO EVERYONE.

Online Services

More and more patients are now signed up for GP online services. The Northolme Practice has over 3,300 patients using online services. That's approximately 22% 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 over 750 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 476 missed appointments from January to May 2018

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.



We would like to welcome Jenny Chambers and Sarah Jowitt our new Advanced Practitioners. Becky Ross our new Medical Summariser. New to our reception team are Rosemary Horner and Andrea Gonzales-Munana, and Paula Wood joins the administration team.

We also welcome back Lauren Eastwood, Practice nurse, who has recently returned from maternity leave.



Protect yourself from the sun

The sun does have health hazards and there has been a rapid rise in the number of skin cancer and skin conditions that can lead to skin cancer. 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.



Travel Vaccinations

For those who have plans for 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.

Obesity

It's a common problem in the UK that's estimated to affect around one in every four adults and around one in every five children aged 10 to 11.

It's very important to take steps to tackle obesity because, as well as causing obvious physical changes. It can lead to a number of serious and potentially life-threatening conditions, such as:

- type 2 diabetes
- coronary heart disease
- some types of cancer, such as breast cancer and bowel cancer
- stroke

Obesity can also affect your quality of life and lead to psychological problems, such as depression and low self-esteem.

Obesity is generally caused by consuming more calories – particularly those in fatty and sugary foods – than you burn off through physical activity. The excess energy is stored by the body as fat.

Obesity is an increasingly common problem because for many people modern living involves eating excessive amounts of cheap, high-calorie food and spending a lot of time sitting down, at desks, on sofas or in cars. The best way to treat obesity is to eat a healthy, reduced-calorie diet and exercise regularly. To do this you should:

- eat a balanced, calorie-controlled diet as recommended by your GP or weight loss management health professional (such as a dietitian)
- join a local weight loss group
- take up activities such as fast walking, jogging, swimming or tennis for 150 to 300 minutes (two-and-a-half to five hours) a week
- eat slowly and avoid situations where you know you could be tempted to over eat

There's no "quick fix" for obesity. Weight loss programmes take time and commitment, and work best when fully completed. The healthcare professionals involved with your care should provide encouragement and advice about how to maintain the weight loss achieved.

Regularly monitoring your weight, setting realistic goals and involving your friends and family with your attempts to lose weight can also help. Remember that even losing what seems like a small amount of weight, such as 3% or more of your original body weight, and maintaining this for life, can significantly reduce your risk of developing obesity-related complications like diabetes and heart disease.



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 (Phlebotomy)

NHS 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 which the parent then 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.

You can now book your blood test appointment online.

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

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