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| **Have we got news for you!** |

**Autumn & Winter Newsletter**

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| **HAVE WE GOT YOUR CORRECT CONTACT NUMBER?****STAFF WILL BE ASKING THROUGHOUT THE YEAR EVERY TIME YOU ATTEND AN APPOINTMENT** |

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**FLU VACCINATIONS**

Available in September - All Over 65 patients

Available in October - Under 65 at risk patients

Not yet available - TBC

Children age 2 & 3 (School age children will be given in school)

**Book your appointment at reception**

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| **Clinical Staff at the Practice** |
| Dr R Malhotra (female) | Lead GP |
| Dr R Jeena (female) | GP |
| Dr Z Ahmed (male) | GP |
| Linda Dawson | Advanced Nurse Practitioner |
| Able to see patients with acute problems, treat and refer as GP |
| Anne Humphreys | Practice Nurse |
| Lesley Bunting | Practice Nurse |
| Able to see patients for chronic disease management/cervical smears/vaccinations |
| Nicola O’Rourke | Health Care Assistant (HCA) |
| Able to see patients basic health care reviews/phlebotomy/smoking cessation/vaccinations (not travel) |
| Lesley Scholes | Health Improvement Practitioner (HIP) |
| Advice to patients on dietary & lifestyle advice & smoking cessation  |
| Peter Harris | Muscular Skeletal Practitioner (MSK) |
| Muscular skeletal problems & referring onto community services |
| Lesley Cosgrove | Mental Health Practitioner (MHP) |
| First contact for mental health problems & referring onto community services |
| Zoeb Laheri | Pharmacist |
| Medicines management & prescribing queries. Able to see patients with minor acute problems |

Nationally more diverse clinical specialities are being employed in order that Primary Care can continue to provide services to our patients.

Our Receptionists will start to act as Care Navigators in signposting to the correct clinician for you; it may not necessarily be a GP. Please give them as much relevant information as you can in order that this can happen

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| **Patient Chronic Disease Recalls**From 1st April 2019 patients on a register that requires an annual review will be called in their birth months. We will be inviting you for all your reviews at once, with the exception of COPD and Asthma patients, which we will try and get in during summer months to ensure you have your plan in place for Winter. This will, hopefully, cut down on the number of appointments you have to attend.Whilst we establish this there will be some initial overlap of the months.We will invite you by text or letter. Please ensure we have your correct number listed, it is important not only for recalls but possible urgent pathology results or referrals to other parts of the NHS. The reception staff will be asking patients to confirm their number when presenting to reception. You may be asked more than once if you attend frequently. **The staff have been instructed to ask each time you present to reception so please do not be offended by the repeat question.**Carers: If you care for a patient who is registered here, and you are also registered at the practice, then please make your own Carers annual check-up at the same time. Please let our staff know when booking your appointment.**Please cancel your appointment if you cannot attend. This will enable us to offer to another patient.** |

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| **Tuesday 15th October****From 1pm we will be unable to have appointments available that day due to transferring to a new internet/IT provider. This change will greatly speed up our access to our clinical system and is vital for providing future clinical information.****Our phones will still be in operation and the reception desk will still be open.****We apologise in advance for any inconvenience caused** |
| **Appointments:**Appointments are always a concern in Primary Care, here is a quick guide on how our appointments work at Pike View**Pre bookable:** you are able to pre book up to 12 weeks in advance for a HCA, HIP & Practice Nurse, and 6 weeks in advance for a GP, ANP, MSK & MHP. **On Line:** we have approximately 25% of our appointments available online. These are on a staggered release before the day in order to provide patients the convenience of booking when the surgery is closed or at busy periods and are available at both main and branch sites.If you wish to sign up for online services you can apply by providing ID at either of the receptions. You can also request repeat prescriptions via this method and can also view your basic records. (subject to GP approval)**Telephone:** you may decide that you do not need to see a GP and are happy to discuss over the phone. The GP will call you back that same day. You may be offered this type of appointment if we have run out of on the day ones. The GP will determine if they need to see you and may bring you into the surgery after contacting you.**On the day:** these are available from 8am (Pike View) and 9am (Westhoughton) by contacting the surgery. These appointments are for acute problems and it is advisable that if your query is more routine you avoid ringing between 8 and 10 am. |
| ZERO TOLERANCEThis practice adheres to the NHS Zero Tolerance Policy and does not tolerate verbal or physical abuse to any of our staff or patients. |

Patient Participation Grient Participation Group – Come and Join Us

2019 – 2020 Dates – all meetings 2pm—3pm

18th November 2019

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| **REPEAT PRESCRIPTIONS**Repeat Prescriptions can be ordered in a variety of ways:On line: If you are registered with our on line services you will be able to order your **repeat** prescriptions this way.You can sign up with a Pharmacy of your choice **we cannot do this for you**Your nominated pharmacy should contact you each month to see if you want all of your medications. They can then order this and either you can pick up from your Pharmacy or they will deliver. **In all instances it does take 2 working days to go through the surgery system.**If using a Pharmacy it is best to order at least 4 working days before to ensure you do not run out of medication.The surgery is working with your Pharmacy to align your medications so that you order at the same time, please bear with us as this is a long process. If you feel that this is causing you a problem please contact us to discuss. |
| **On line Services** If you register with our on line services you are able to:Order your repeat prescriptionsPre- Book appointmentsView your patient records (subject to GP approval)From July 2019, all newly registered patients will be automatically registered for these services after completing the registration processC:\Program Files\Microsoft Office\MEDIA\CAGCAT10\j0195384.wmf C:\Users\marie.bryan\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\L407S0DI\Mobile-Icon-White-on-Grey[1].png  | **Breast** **Screening****Services****Invites will be sent out w/c 16th April to all eligible patients****Please attend or contact the number on your letter to reschedule** |

Thank you to all our patients who have replied to our Friends & Family text messages.

Here are some of the positive messages we have received

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| Very friendly and helpful |
| Happy with service |
| Very friendly and polite service |
| Good care and follow up |
| Good service pleasant staff and surroundings |
| Good service on time appointment |
| Friendly helpful staff |
| Felt comfortable |
| Apt on time informative and friendly |
| I missed my appointment this morning. The surgery rang me back to try and arrange another appointment |
| Everything went well |
| Always helpful. Polite always listen |
| The doctor really listened to my concerns and was very informative about the condition and how to improve it |

We don’t always get it right……….. If you have any suggestions on how to improve our service please let us know.