

WASHWAY ROAD MEDICAL CENTRE

"SURGERY SNIPPETS"

- a newsletter for our patients.

October - December 2014

'FLU VACCINATION PROGRESS

Well we're off to a flying start this year with almost one third of our 4855 "at risk" patients vaccinated against 'flu by the end of the 1st week in October.



Our 2 mass 'flu vaccination clinics have run like clockwork & good teamwork enables us to vaccinate around 450 patients in a short afternoon session.

Priority groups this year include patients from the age of 6 months with chronic diseases – diabetes, heart & stroke disease, asthma, COPD or neurological, liver or kidney disease along with all those aged 65 or over. Primary carers are also entitled to 'flu vaccination, so talk to us if you think this applies to you.

Children's nasal 'flu vaccine clinics will run later in October; we'll send invitations by text message with more information available on the website www.wrmc.org.uk

For those patients who would like a 'flu vaccination but are not in the priority "at risk" categories, this service may be obtained from several local pharmacies at an approximate cost of £10.

If you've not received an invitation by the end of October and think you're in the "at risk" category, please ring us on 0161 962 4354 and let us know.

APPOINTMENT SYSTEM FEEDBACK

Thanks to all who've given their feedback about the changes we introduced on 1 August 2014. You'll recall we changed our system so we could help more patients get the help they needed, more quickly.

Prior to the change, the waiting time for a routine GP appointment had risen to over 2 weeks, due to the overwhelming workload. Although this situation is being mirrored in many practices across England, we felt we wanted to actively address these waits.

The outcome of having a telephone consultation first for many patients has been very positive indeed. The fact that our most experienced GPs provide the telephone consultations has ensured that quality standards and confidence in the system have been maintained. A small number of patients have found the system harder to access, due to difficulty taking telephone calls whilst at work or have encountered problems with mobile networks. We recognise the frustration on both sides and have adapted the system slightly to try to work round this.

Whilst we're continuing to keep the best bits of the new system, what we have found is that it's impossible for GPs to safely work at the continuing pace required to reduce waiting times; completing up to 55 patient consultations per GP per day is unsustainable.

Our particular practice has lost funding equivalent to almost three full time GPs in the last few years. Additionally, because we're not located in a deprived area, we effectively receive no baseline funding at all for every 1 in 12 of our patients.

No other practice in Sale is in quite the same vulnerable position, so we have asked NHS England for their help. It's important to all of us to try and maintain the level and quality of service our patients have come to expect and we have pride in providing. We appreciate your understanding whilst we aim to resolve these pressures.

"WEAR IT PINK!"

Friday 24 October



WRMC is again hoping to raise money for the Wear it Pink - breast cancer charity. Over the last couple of years we've raised over £400 towards this worthwhile cause. With every one UK woman in nine developing the disease during their lifetime, we're keen to improve the outcomes for all these women.

There'll be fundraising opportunities all week at WRMC & we'll all be wearing pink on Friday 24 October. Any small cash donations patients wish to add to ours at reception, will be very much appreciated!

TRAFFORD CARERS' CENTRE

Kirsty Round, the new carers' adviser from Trafford Carers' Centre, will be visiting the practice on alternate Thursday afternoons to provide help and advice to those – young or old, who may need help with their caring responsibilities.

Ask at reception to book an appointment.



....ARE YOU TAKING PART IN THE 28 DAY CHALLENGE?

We'll say it again, "giving up smoking is the single biggest benefit to your health".

Check out online help at www.stoptober.smokefree.nhs.uk or book an appointment with our nurse or healthcare assistant by ringing 0161 905 4711 or pop into your local pharmacy - we're all ready to help you quit.

MINOR ILLNESS MATTERS

To ensure you're well prepared for winter, we're recommending you check your medicine cabinet & dispose of any medicine that may be out-of-date, via a pharmacy.

Your local pharmacist will be able to advise you best and should always be the first point of contact for minor illness conditions. Ideally, you should have a stock of:

- * paracetamol tablets for pain relief (liquid for children or those with swallowing difficulties);
- * ibuprofen tablets to reduce muscle pains or other inflammatory conditions (liquid for children with fever)
- * menthol rub to ease nasal & chest congestion
- * antacid tablets for occasional heartburn
- * anti-histamine tablets for allergic reactions/bites
- * sudocrem (or similar) for minor wounds
- * a range of plasters/waterproof dressings
- * calamine lotion for chickenpox spots



OPENING TIMES over the CHRISTMAS & NEW YEAR HOLIDAYS

Wednesday 24 December	07:30 – 17:00
Thursday 25 December	CLOSED
Friday 26 December	CLOSED
Saturday 27 & Sunday 28 December	CLOSED
Monday 29 December	08:30 – 18:30
Tuesday 30 December	08:30 - 18:30
Wednesday 31 December 2014	07:30 – 17:00
Thursday 1 January 2015	CLOSED
Friday 2 January	08:30 - 18:30

We can issue an extra script during November to cover Xmas & New Year if you wish. Just write "+ Xmas" on November's order.

Please make sure you collect your prescription by 5pm on: **WEDNESDAYS 24 & 31 DECEMBER.** Thank you.

If you need medical care whilst we're closed, please contact NHS 111, the NHS information and advice line by dialling 111 or the out-of-hours GP service Mastercall on 0161 476 2299. Patients should ensure they have enough repeat medications to last throughout the holiday periods, as the out-of-hours GP service is for clinically urgent matters only; not routine medication requests. Information about other urgent care services can be found on our website www.wrmc.org.uk