

WASHWAY ROAD MEDICAL CENTRE

“SURGERY SNIPPETS”

- a newsletter for our patients.
January - March 2016

TRAFFORD CARE CO-ORDINATION CENTRE

In Trafford, when your GP refers you to a hospital clinic for specialist care, the processing of the referral and booking of the appointment is performed by the Referral Booking & Management Service (RBMS).

The people in this service ensure that the correct information is passed on from your GP to the hospital service for them to arrange an appointment for you. As you will understand, this service handles relevant information about you and is subject to the strict rules applied by the NHS to protect your data.

The RBMS system has been running for a number of years and has been provided by an NHS organisation called Pennine Care Foundation Trust. RBMS is now being provided by a non-NHS organisation called CSC (Computer Sciences Corporation) - working with Trafford Clinical Commissioning Group (CCG).

Washway Road Medical Centre remains the Data Controller for your confidential personal data, so we are responsible for the decision to share data with CSC when making a referral for you using RBMS.

We are assured by Trafford CCG that the contract for the provision of this service places detailed obligations on CSC to maintain the confidentiality and security of personal data and that CSC operate to the highest standards of data protection required by the NHS and the law. The service will be run in exactly the same way as it has before with the same RBMS staff.

If you have any concerns or queries, pick up a leaflet from reception or speak to our practice managers.

In addition to referral management, the new service will also support the discharge of patients from hospital and co-ordinate all aspects of community care – signposting patients for best use of local services, with the aim of improving outcomes for all Trafford patients.



THANK YOU

- ☺ to everyone in Sale who donated gifts to Home Instead's "Be a Santa to a Senior" initiative again this year. Our GPs & staff delivered gifts to patients which were received with much appreciation!
- ☺ to all our patients for their patience during the switch over of our self check-in kiosks; this hasn't gone as smoothly as we had hoped but there's a fix in place which should be with us in January ...
- ☺ to all our patients who engaged with Salford Lung Study's COPD and asthma research campaigns. There has been huge interest from patients throughout the Salford & Trafford area such that recruitment for both studies finished earlier than anticipated. We'll report the outcome of the studies in due course, through this newsletter.
- ☺ to everyone who gave "thank you" chocolate & biscuit gifts to our GPs & staff for Christmas, your thoughtfulness is very much appreciated.

Wishing all our patients a happy & healthy 2016.

Reminder to ring for test results after 1 week, on 0161 905 4711 after 11am weekdays. Thanks!

NATIONAL CAMPAIGNS WE'RE SUPPORTING THIS QUARTER:

We're running an awareness campaign again this quarter to promote **cervical cancer prevention** week 24 – 31 January 2016. The cervical smear test can identify if there are any pre-cancerous changes in the cervix, so early treatment can be provided. Whilst having a cervical smear isn't always at the top of ladies' "to do" list, **it's important to take advantage of this free screening test**. Women aged up to 50 should be tested every 3 years; then every 5 years from 50 – 64.

Calling
all women
aged 24 $\frac{3}{4}$ - 64

Our nurses have a range of appointment times, from early morning to late afternoon. Ring us on 0161 905 4711 to book an appointment for sometime during the middle of your cycle. Please note that due to funding cuts (and possibly underuse of the service), cervical screening is no longer routinely provided by local family planning clinics. Despite our recommendations, if you choose not to have a smear test, please let our reception staff know so they can record your wishes accordingly.

Stop smoking day on Wednesday 9 March 2016. Our nurses & healthcare assistant can help you to:

- ✓ Improve your circulation & therefore reduce your risk of stroke & heart disease
- ✓ Improve your breathing & air quality for those in the same household
- ✓ Reduce your risk of smoking related cancers
- ✓ Save you some money
- ✓ Prove you can do it!

<https://nosmokingday.org.uk>



Our team will be wearing RED on **Friday 5 February 2016** (not related to football!) but **in support of British Heart Foundation's Beat it campaign**. Our nurses & healthcare assistant can help you understand & reduce your risk of heart & stroke disease when you attend for your free NHS Healthcheck. Pick up a leaflet from reception about reducing your risk of heart & stroke disease to find out more, or visit www.bhf.org.uk

According to BHF data:

Every 3 minutes, someone in the UK is struck by a **heart attack**. Around 30% of heart attacks are fatal.

CHANGE TO SURGERY OPENING HOURS

From Monday 4 January 2016 **our reception desk will be open daily from 08:00**. Some surgery times may be brought forward too, to enable working patients to access our nurses & GPs earlier in the day.

Telephone lines will continue to be routinely open **between 08:30 – 18:30 Monday – Friday**.

Extended hours appointments will continue to be available on **Monday & Tuesday evenings & Wednesday mornings from 07:15**.

Please remember the **surgery is closed for staff training every Wednesday lunchtime 13:00 – 14:00**.

For **urgent medical care** whilst we are **closed**, ring NHS 111 by **dialling 111**.

2016 QUARTERLY EDUCATION EVENTS

The quarterly education events for Trafford GPs & staff are planned for the afternoons of:

Wednesday 27 January
Thursday 21 April
Wednesday 13 July
Thursday 22 September

The surgery will be closed from 1pm on the above dates & re-open at 08:00 the following morning. Phone the surgery on 0161 905 4711 if urgent medical care is needed during these times, to hear the options available.