

WASHWAY ROAD MEDICAL CENTRE

"SURGERY SNIPPETS"

- a newsletter for our patients.
October - December 2013

'FLU VACCINATION 2013

We're off to a great start with our 'flu jabs this year! At the time of writing (1st week in October), we've already vaccinated over 1000 of our "at risk" patients.



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.

Patients "at risk" will receive their vaccination invitation either by text message or automated voice message on their landline, which we're trialling this year. Letters are only being sent to those with no 'phone contact details, so we can make best use of limited NHS funds.

New this year - children with dates of birth from 2 Sept 2009 to 1 Sept 2011 inclusive will be invited towards the end of October for the single dose nasal 'flu vaccination. We'll be running clinics mid-November for these.

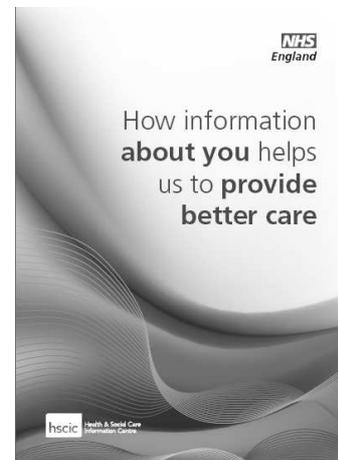
For those adult patients who would like a 'flu vaccination but are not in the priority "at risk" categories, this service may be obtainable from several local pharmacies at a cost of around £10.

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.

SHARING YOUR INFORMATION WITH CARE.DATA

There are significant changes coming in the way that your health information is shared and used. It's important that our patients are aware of these changes and that the surgery will be legally obliged to share some of the data held.

Pick up a copy of the NHS England leaflet "*how information about you helps us to provide better care*". We've also put together our version to read alongside this, which (we hope) simplifies matters and also gives you the option to let us know if this is something you don't want to be involved with.



LET US KNOW WHAT YOU THINK PLEASE! We're always keen to get your feedback to help us continually improve. This quarter we're keen to know **what you think** about the **themed health information that plays on the waiting room screens**. We work hard to tie this in with the topics featured in our "Surgery Snippets" newsletters and on the website www.wrmc.org.uk, to keep you up-to-date with changes & current health issues. Please give your constructive feedback below & hand into reception or the postbox.

1. How informative do you find the video? Very Reasonably Not very Don't watch it
2. In what ways could we improve the information featured?



"WEAR IT PINK!" 25 October 2013

WRMC is again hoping to raise money for the Wear it Pink - breast cancer charity. Last year with your help we raised just under £200 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 staff fundraising opportunities along with "guess the number of sweets in the jar" competition for patients & we'll all be wearing pink throughout the week 21 - 25 October. Any small cash donations patients wish to add to ours at reception, will be very much appreciated!

STOPTOBER - this is an excellent time of year to remind you that **giving up smoking is the single biggest change you can make to improve your health.**



Our healthcare assistant and practice nurses all offer smoking cessation services - book an appointment on 0161 905 4711 and let us help you change this habit. Some people need more than 1 attempt - better to try again and persevere than give in - your body will thank you in the long run!

We thought you might find it interesting to read about the work we do each day. Future newsletters will feature the myriad of tasks and skills required by our reception and data quality teams. For this issue however, we thought we'd focus on **the work of your GP.** Dr Howard tells us -

"My role as a GP is a sifter and sorter of ailments: listening to all the symptoms presented by patients and then establishing which of them can be safely treated with advice, medication and/or self-help; which may need further investigation - like blood tests, ultrasound, x-ray or scans and which need onward referral for a specialist opinion. Many conditions that in the past were referred for hospital care, are now managed by your GP alone, typically requiring 40-50 patient contacts per day per GP.



With an increasing older population, many patients now have several chronic (ongoing) conditions, all of which require a variety of medications and monitoring. We need to take care in prescribing the appropriate medications, making sure these don't interact with one another along with co-ordinating the care between the hospital, our team here and specialist community services.

Out of all our work, the two areas we aim to prioritise, are - swift investigation and diagnosis of suspected cancers and good quality care for the dying: ensuring patients spend their final months and days as comfortable as possible and in accordance with their wishes. Quite often other work has to take second priority to these and at times we find it very difficult and stressful to juggle the demands from patients with urgent but less serious needs. Our ethos is to treat others how we ourselves would wish to be treated, so if there are times we don't get to your routine medication request or complete your holiday cancellation form as quickly as you'd like, please consider that someone else's need may, at the time, need to take priority."



OPENING TIMES over the CHRISTMAS & NEW YEAR HOLIDAYS

Tuesday 24 December	08:30 - 15:00
Wednesday 25 & Thursday 26 December	CLOSED
Friday 27 December	08:30 - 18:30
Saturday 28 & Sunday 29 December	CLOSED
Monday 30 December	08:30 - 18:30
Tuesday 31 December 2013	08:30 - 18:30
Wednesday 1 January 2014	CLOSED
Thursday 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 3pm on: TUESDAY 24 & 31 DECEMBER.

For advice or information whilst we're closed, please dial 111 to contact NHS 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 last minute medication requests.