

WASHWAY ROAD MEDICAL CENTRE

"SURGERY SNIPPETS"

- a newsletter for our patients.

October - December 2016

NEWLY PREGNANT?

Congratulations! With the pressure on community health services, including midwifery - we're streamlining the referral process for newly pregnant women. From now on, newly pregnant women who contact us wishing to book to see the midwife, will instead be asked to:

- Ring Wythenshawe's midwives so they can start the booking process on **0161 291 2942**.
- Check our website www.wrmc.org.uk to read all the information about vitamins and what you can/cannot eat, that we'd usually give in print (or come & collect a pack from reception).
- If you wish to be booked at St Mary's hospital instead, you will need to book a routine phone consultation with a GP, as St Mary's do not currently accept self-referrals.

If there are concerns you wish to discuss with a GP, at any stage, please book a routine 'phone or surgery appointment. If it's an urgent matter that needs same day help, then please ring us on 0161 905 4711 before 11am.

"WEAR IT PINK!"

Friday 21 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 several hundred pounds towards this worthwhile cause. In the UK, 1 in 9 women develop the disease during their lifetime; we're therefore keen to improve the outcomes for all these women & future generations.

There'll be fundraising opportunities all week at WRMC & we'll all be wearing pink on Friday 21 October. Any small cash donations patients wish to add to ours at reception will be very much appreciated!

EMERGENCY DENTAL HELPLINE

0161 476 9649

For patients who are not registered with a dentist and need emergency dental help.

Please note that urgent dental care is not provided by GP practices.

Are we too accommodatng?

Many of you would say "no! - not when it's a week or two's wait for the next available GP appointment" but we wonder then why it is that so many appointments are missed through non-attendance. A small number of you apologise when you've missed your appointment, for a variety of reasons, but the majority seem unconcerned that their missed appointment means other patients have to wait longer for an appointment. This astounds (and frustrates) us all as we're so aware of the pressure of demand on our services and our need to manage our limited resources as efficiently as possible.

The NHS doesn't permit practices to charge for missed appointments - so it's hard to know what else to do to minimise this waste. Week commencing 3 October 2016 makes uncomfortable reading

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| Monday | 26 missed appointments |
| Tuesday | 10 missed appointments |
| Wednesday | 3 missed appointments |
| Thursday | 10 missed appointments |
| Friday | 11 missed appointments |

= 60 missed appointments in one week

You can cancel your appointment 24/7 by: leaving us a voicemail message on 0161 905 4721; or texting back CANCEL to the number in the SMS reminder; or ringing us during opening hours on 0161 905 4711.

Whatever you do, please either KEEP or CANCEL (beforehand) the appointment you've booked.

'FLU VACCINATION 2016: PROTECT YOURSELF & OTHERS



We're off to a great start with our 'flu jabs this year! At the time of writing, our team have already protected over 2000 of our "at risk" patients.

Priority groups this year again 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 or if you've not yet received your invitation and think you may be "at risk".

This year, **children aged 2, 3 or 4** on 1 September 2016 will be invited for their nasal 'flu vaccine in October. You'll be pleased to know that our practice was the top performer in Trafford last year for vaccinating 2 year olds, 4th for 3 year olds & 2nd for the 4 year olds! So thanks to you all for attending promptly when invited ☺ Children aged 5 – 7 will receive their vaccine for the first time this year, at school.

The practice has purchased sufficient vaccine to protect all our "at risk" adult patients, so please either book your vaccination appointment or let us know if you don't want the vaccine this year: this enables us to properly plan for next year and minimise any wastage. Nurse visits to the housebound will start in November.

TELLING US THE REASON FOR YOUR APPOINTMENT BOOKING – the flip side

Cancer Research UK reports that 4 in 10 patients surveyed say they dislike discussing medical problems with their GP's reception staff. Past surveys here indicate that 90 – 95% of our patients are willing to give staff brief details: this is so helpful in making best use of our limited resources, so we can:

- ✓ Book you a surgery appointment (not a phone call) when an examination is likely to be needed
- ✓ Book you with the nurse practitioner for minor illness matters, leaving GP time available for other patients with more complex matters or those who may need hospital referral
- ✓ Book you with a GP who can do joint injections (a specialised procedure) if this is needed
- ✓ Book you with a GP trained in family planning to discuss IUD (coil) or implant procedures
- ✓ Book you a longer appointment if it's likely this may be needed – minimising wait times for others
- ✓ Prioritise you if you're not so worried about a problem that we think needs prompt attention
- ✓ Ensure the GPs are aware of the appointment reason, so they in turn can: minimise the risk of patients sitting in the waiting room (next to you) with a suspected infectious illness, ensure those who may need emergency help get this quickly, remind patients with memory problems the reason they gave when they booked the appointment; look up the results of investigations prior to calling you in, so best use is made of the short consultation time.

We respect the fact that you're not always willing or able to tell us, but when you are, it helps if you can.

"I can imagine it's hard hearing on the news that people are put off contacting their GP because of receptionists & wanted to let you know that my experience of your team couldn't be further from that."

OPENING TIMES over the CHRISTMAS & NEW YEAR HOLIDAYS

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| Friday 23 December | 08:00 – 18:30 |
| Saturday 24 & Sunday 25 December | CLOSED |
| Monday 26 December | CLOSED |
| Tuesday 27 December | CLOSED |
| Wednesday 28 December | 07:30 – 18:30 |
| Thursday 29 December | 08:00 – 18:30 |
| Friday 30 December | 08:00 – 18:30 |
| Saturday 31 December & Sunday 1 January | CLOSED |
| Monday 2 January 2017 | CLOSED |
| Tuesday 3 January | 08:00 - 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 to ensure you've enough repeat medication to last throughout the holiday period.

Please make sure you collect your prescription by 6pm on: FRIDAYS 23 & 30 DECEMBER.

For advice or information whilst we're closed, please dial **111** to contact NHS 111.