

WASHWAY ROAD MEDICAL CENTRE

"SURGERY SNIPPETS"

- a newsletter for our patients.

January – March 2017

HAPPY NEW YEAR!



EXPANSION OF ELECTRONIC PRESCRIBING SERVICE

Almost half of our patients on repeat medication have yet to “**nominate**” a usual pharmacy – so we’re encouraging you to **discuss this with your local pharmacy and sign up for this**. Sending your prescription electronically to the pharmacy is **time saving and secure for you**, us and the pharmacy. It is likely that before the end of 2017, all prescriptions will be transmitted this way, so it would be helpful to have this in place **before printed prescriptions cease altogether**.

If you’d like to save even more time, you can **order your prescription** with us **directly online**. If you’re not already registered for this service, bring formal photo ID to reception and we can provide login details. You’ll be able to track our processing of your prescription, so you’ll know when to collect from the pharmacy. There’s an app you can download too, to make ordering even more convenient.

We’re also working with all local pharmacies to make electronic improvements to the prescriptions that are required for blister packs – enabling those patients with memory problems or compliance difficulties to manage their medicines more reliably. We’ve several hundred patients requiring this support, so streamlining and modernising this process will improve safety and benefit everyone.

TRAINING CLOSURE DATES

The surgery will be closed for ½ day Trafford-wide GP training events on the following dates, **from 1pm onwards**:

Wednesday 25 January
Thursday 27 April
Wednesday 12 July
Thursday 21 September

CLOSED

We will re-open as usual the following days, at 08:00 (phone lines at 08:30).

If urgent medical attention is required during those afternoons, cover will be provided through Mastercall by ringing 0161 476 2299.

Out of hours when we’re otherwise closed, NHS111 is the first point of accessing urgent medical care by dialling 111.

DID NOT ATTEND FIGURES Oct-Dec 2016

We’re disappointed to show that **the number of missed appointments has DOUBLED in the last 4 years**.

[comparative 2012 figures in brackets]

WASTED:	SURGERY APPTS	HOSPITAL OPAs
October 2016	208 [90]	153 [55]
November 2016	214 [84]	157 [78]
December 2016	181 [94]	112 [64]
Total Oct-Dec =	603 [268]	422 [194]
Cost: to the practice	£9,000	to the NHS £49,000

If you can’t attend your surgery appointment, please CANCEL in good time by text or 0161 905 4721 (24hrs)

‘FLU VACCINATION UPDATE – final call for “at risk” patients who’ve not yet had their ‘flu vaccination, as we’re now seeing ‘flu circulating in the community. So far, over 3500 patients have been vaccinated, but there are still many of you unprotected. Book , whilst stocks last.

GOODBYE ☺ to Dr Ben Liu who leaves us in February - the end of his 6 month GP training placement. We’ve received lots of great feedback from patients he’s seen, so you’ll be glad to know that he’s coming back in August 2017 to complete his final year of GP training! ☺

WELCOME to Dr Sarah Malbon who will take over from him in February, for her GP training period.

SALFORD LUNG STUDY

Both the COPD & asthma research studies we helped participate in, have now concluded. We're delighted to report that positive outcomes have been demonstrated in patients treated with the COPD study inhaler Relvar® Ellipta®. The asthma study results are still awaited.

The study was innovative & ground breaking as other research studies routinely exclude patients with a variety of pre-existing medical conditions. The Salford Lung Study recruited patients with no such restrictions & therefore gave a more realistic picture of patients' experience, alongside their other chronic conditions.

We'd like to thank all our patients who have participated in this study which is the first of its kind; not only have they helped improve health outcomes for themselves but for the next generation too. Our thanks to the excellent, professional study team who have conducted the study at our practice.

More information can be found here:

<http://www.manchester.ac.uk/discover/news/pioneering-salford-lung-study-achieves-world-first>

CHRISTMAS THANKS

- to local residents who donated Christmas gifts in support of Home Instead's "Be a Santa to a Senior."



We distributed the dozen gifts to patients who might have been alone or otherwise not have received anything on Christmas Day. They were overwhelmed with thanks & amazed at others' kindness.

Thanks also to those patients and carers who dropped in cards and edible gifts for GPs & staff in appreciation of the service received during the year. We're very grateful.

MINOR AILMENTS SCHEME reminder

Many local pharmacies are now providing **this service, which should be the first port of call for all patients' minor illnesses.** Pharmacists are able to assess and recommend suitable treatments for a range of minor ailments. If patients are eligible for free prescriptions then they will receive these treatments free of charge.

Pharmacists are equally able to advise if patients need to consult their GP, instead.

TRAFFORD LEISURE – exercise referral scheme

With the aim of **improving patients' physical and mental health**, we're working with the Active Trafford team to promote leisure activities. The re-vamped exercise referral scheme enables us to refer **any patient with a long term health condition or those who are inactive at present** and who would like to try increasing their activity level. **£20 buys you 8 weeks** of unlimited access to leisure centre & community based activities!

Keeping active is so important in reducing your future likelihood of obesity, cardio-vascular problems, diabetes, dementia and mental health difficulties. Among the ever increasing thousands of patients with chronic conditions we see every year, almost **all would benefit from increasing their activity level** – finding something you enjoy is the key to success!

Let the team at Trafford Leisure put together a personalised plan for you, which could include any/all of the following:

- Health Walks
- Nordic Walking
- Cycling
- Healthy Hips and Hearts (Chair based exercise)
- Fitness Suites
- Swimming
- Exercise classes
- Into Sport sessions



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Inspired? We hope so! Speak to our healthcare assistant, or one of our nurses or GPs and request a referral. Someone from the Active Trafford team will then contact you to start you on your way!