

WASHWAY ROAD MEDICAL CENTRE

"SURGERY SNIPPETS"

- a newsletter for our patients.

January – March 2014 HAPPY NEW YEAR!

NEW YEAR, NEW YOU!

We're asking you to focus on your lifestyle again this New Year and make some small changes that develop into good habits which will help maintain your long-term health. In particular:

- ✓ Stopping smoking - with our help if needed & before NO SMOKING DAY on 12 March 2014 if you want!
- ✓ Eating a varied & balanced diet with sensible portion sizes but skipping those "treats" that may have become a daily habit.
- ✓ Aiming to keep your alcohol intake within sensible weekly limits (14 units for women & 21 units for men) - bearing in mind that a pint of bitter is 2 units of alcohol....
- ✓ Keeping active with activities you enjoy. Take a look at the What's On Where (WOW) guide for older people or pick up a copy of the Change4Life booklet - both available from reception or find online at www.nhs.uk/change4life



SELF CHECK-IN CHANGE - you may have noted that we're no longer using the anonymous ticket system. You can still check-in using your date & month of birth but the clinicians will now call you by name on screen rather than by number.



Before we implemented the self check-in system we consulted patients about use of their name or number (as we'd previously used) & a significant proportion said they would prefer to continue to be called by number. After 18 months of intermittent technical problems however, we feel we need a system that works first & foremost! If anyone feels very strongly that they do not wish to be called by name, please let us know.

SEASONAL 'FLU VACCINATION NEWS

We've successfully protected almost 3000 of our most vulnerable patients against seasonal 'flu this winter. Many patients were invited for vaccination by text message, though we also trialled sending some invitations by voicemail this year – with mixed effect. We very much appreciated the feedback we received and will use this to refine our future invitation process next year.

Many patients voiced their appreciation with the smooth running of the mass vaccination clinics we held – enabling us to vaccinate around 500 patients in an afternoon! Our team works very well together, particularly when running these huge clinics and our staff very much enjoy having chance to chat face-to-face with patients, rather than just on the 'phone.

Children aged 2 & 3 were also offered 'flu vaccination for the first time this year, as part of a national campaign to reduce the circulation and effects of 'flu across the community. To try and best reach this group of 400 children, we organised a range of appointment times including a Saturday morning clinic, to facilitate attendance for working parents, but were very disappointed with uptake and response rates.

Each year we have to best guess the stock we're likely to need to vaccinate our patient population and so really appreciate a response to the invitation – either by booking an appointment or declining the vaccine via text or phone message, so we can match our vaccine supplies & appointments to likely demand.

TRAFFORD GPs' EDUCATIONAL ½ DAY CLOSURES in 2014

Trafford CCG continues to support GP practices' ongoing education by running clinical update sessions every quarter.

The practice will therefore be closed from 1pm on:
Weds 29 January
Thurs 10 April
Weds 2 July &
Thurs 25 Sept

Mastercall the emergency GP out-of-hours service will provide any medical care required.

WEAR IT PINK!

We're proud to report that our activities and fundraising efforts in October 2013 resulted in a £177.78 donation towards breast cancer care. Thanks to all who joined in and donated to this worthwhile cause! The winner of the competition was Mr Fred Kay who was delighted with his jar of sweets.

YOUR FEEDBACK about our WAITING ROOM INFORMATION VIDEOS

Thanks to those of you who responded to the request in the last "Snippets" giving feedback about the health promotion information we feature on the video every quarter. Those who've expressed an opinion tell us that they find it useful and informative. Thank you!

Thanks too to those of you who've posted some lovely feedback about our services on NHS Choices. We continually aim to improve and very much appreciate your feedback.

BOWEL & BREAST CANCER SCREENING

We're pleased to report that we're running a local pilot campaign with the **Bowel Cancer Screening** team, with the aim of increasing our patients' uptake of bowel cancer screening. At present only 6 out of every 10 of our male & female patients aged 60 – 69 that are invited to perform the home screening test, choose to return the completed test. **We're aiming to raise this to at least 8 in 10.** The bowel cancer screening test can pick up tiny changes in the bowel that have not been noticed. Although the majority of patients are reassured their screening test is normal, the small number of patients who do need more tests can have these arranged quickly. In the even smaller number of patients who are found to have bowel cancer, they are then in a better position to benefit from early treatment.

We very much hope our patients will rise to the challenge of completing their test when the kit is first received, or if they have questions, by ringing the screening office on **0800 707 6060.**

On a separate note, it's our patients' turn for **breast cancer screening** again in the Nightingale Centre at Wythenshawe Hospital. Female patients are first invited between the ages of 50 – 53, then every 3 years thereafter until the age of 70. As we've over 3000 patients in this age group, don't worry if you've not yet received your invitation but if you've not been invited by Easter & wish to check, ring the Nightingale Centre on 0161 291 4444.

SALE's "SQUARE MILE" COMMUNITY EVENT

We were delighted to be included again in the Sale "Square Mile" Christmas Fair on 9 December 2013 at St Paul's Church. The practice has been working with other community groups led by Home Instead's Alan Savage in raising the awareness of dementia and working towards making Sale a dementia friendly town..

Several hundred presents were donated by members of the public into the Church hall as part of Home Instead's "Be a Santa to a Senior" scheme & our GPs were very happy to be able to distribute some of these gifts to elderly or housebound patients. One of the very useful outcomes of the Sale Square Mile work has been the development of a What's on Where (WOW) guide detailing all the local facilities and groups for senior people. Pick up a copy for you, your family or neighbour, at reception.

Home Instead asked the surgery to convey their sincere thanks to all those who gave or received a present and who have supported their dementia friendly work so far.

We're repeating our **PATIENT SURVEY** again in January 2014 to gain feedback from our patients about the service they experience. Results will be discussed with our Patient Participation Group in March 2014 & reported in the next Snippets newsletter.

