

WASHWAY ROAD MEDICAL CENTRE

"SURGERY SNIPPETS"

- a newsletter for our patients.
July-September 2016

PLEASE ARRIVE ON TIME!

You tell us that you don't like to be kept sat waiting at the surgery – please help us to run on time by making sure that **you arrive on time** for your appointment.

Currently, each appointment is 10 minutes long – to discuss your concerns, examine you, update your electronic medical record, issue any medication, prepare any test requests and dictate any referral letter needed. Most of our clinicians consult with 15 – 20 patients per clinic, twice a day, fitting in home visits between clinics. Sometimes, complex problems mean our GPs and nurses may need to spend longer with some patients, which can't always be planned in advance.

Often though, patients are simply late arriving for their appointment which means everyone arriving after, has to wait longer as a result.



We appreciate that parking onsite can sometimes be a challenge, so if your medical condition permits, please walk here or arrive by public transport if you can.

Patients who miss their 10 minute appointment slot are asked to re-appoint at a later date. This of course increases the waiting time to the next routine appointment. **Currently around 40 patients per week fail to attend or cancel.** Our Patient Participation Group agree with this policy & strongly feel that patients should arrive on time for their booked appointment or cancel in advance if they're unable to attend.



Currently, routine appointment availability is around a 2 week wait. We tell you this to increase awareness & forward planning. This is the situation in the majority of Trafford practices and indeed across most of the country.

Speaking to patients registered throughout the area, most think it is just their practice that has long waiting times for the next available appointment, but it's not! We're all in the same boat [and paddling hard to keep afloat]. Across the whole of the NHS, general practice provides 90% of the contacts/workload for less than 8% of the budget. It's no wonder we find this challenging ...

We're fortunate that most of our patients use a combination of their common sense and www.wrmc.org.uk, www.patient.co.uk or www.nhs.uk internet resources to guide them in the right direction when needing medical advice or support. **Patients are still under-using pharmacist help though, as a first port of call for all minor illnesses.** Unless you have a reduced immune system due to a medical condition or current medication, **your local pharmacist should be the first person you ask for help for all eye, ear, nose, throat, skin, sinus & chest infections.** They will use their professional judgement and let you know if you should contact us instead.



Chapel Rd blood test drop-in clinics have moved to a Friday 08:30 – 09:30 [fasting tests only] 09:30 – 14:00 [other bloods]

AUTUMN 2016 VACCINATION PLANS



- July/August Inviting & vaccinating the 18 year olds & University “freshers” entitled to protection against **MENINGITIS** strains **A,C, W & Y**
- September Inviting & vaccinating patients with **d.o.b 2 Sept 1945 – 1 Sept 1946 & 2 Sept 1937 – 1 Sept 1938** against **SHINGLES**, including those previously invited aged 71, 72, 73 or 78 & 79, who may not yet have attended. We can give your ‘**FLU VACCINATION at the same time** too.
- September/October Inviting & vaccinating those “at risk” of the complications of ‘**flu**. We buy in thousands of ‘flu vaccines each year, to provide as much protection to the “at risk” population as possible. **When you receive your invitation, please respond quickly by booking your ‘flu vaccination appointment with us** (or letting us know if you don’t want this)
- October/November Inviting & administering ‘**FLU VACCINE** to children aged 2 – 4 not otherwise “at risk”.
- November/December *Vaccinating the housebound against ‘flu if they’ve not already been vaccinated.*

Throughout the whole of this vaccination period every year, we rise to the challenge of balancing adequate stocks of vaccine whilst maintaining the temperature “cold chain” – keeping vaccines safe and usable. It helps us if patients can **respond quickly to their invitation by booking an appointment**, or letting us know if they don’t want this. Whilst some pharmacies are also offering ‘flu vaccination this year, **we’d appreciate your support by attending one of our clinics, if you can.**

ALL CHANGE? Not this year!

August is always the time of year when our GP registrars leave us after their year’s training, but this year we’re very pleased to tell you that we’ve offered both **Dr Hobman & Dr Ross**, employment for a further year. They will join **Dr Sabena Jacob** who started with us in May 2016, helping to provide medical input and support to Ascot House, a local intermediate care facility – a stepping stone following hospital discharge before returning home. We know many of you will be delighted they’re staying for a while ☺

Leaving us, sadly, are our two Foundation year 2 doctors, Dr Christina Parkinson & Dr Nick Ardern, who’ve been a delight to teach over the last 4 months. They’re both considering taking General Practice as an option later in their careers, so we wish them all the best towards this.

Joining us therefore, on 3 August 2016 will be:

F2 doctors: Dr Victoria La-Borde & Dr Thevarajah Viyasar
GP registrar: Dr Rebecca Marchmont & pre-registrar Dr Ben Liu

As ever, we appreciate the consideration shown by our patients to our Doctors in training, who will be providing the medical care needed for years to come. All the doctors are supervised throughout their placement, by one of our teaching and training accredited GP partners.

BANK HOLIDAY & TRAINING CLOSURES

The surgery will be **CLOSED** for a ½ day Trafford-wide GP training event on **Wednesday 13 July 2016 from 1pm onwards**. Reception will re-open at 08:00 on Thursday 14 July 2016 [‘phone lines at 08:30]. The next ½ day education closure is on **Thurs 22 September 2016**.

We will be closed for the **BANK HOLIDAY on Monday 29 August 2016**. Reception will re-open at 08:00 on Tuesday 30 August 2016 [‘phone lines at 08:30].

To find out what medical help is available whilst we are closed, ring us on 0161 905 4711 or NHS 111 by dialling **111**, or visit Trafford General Hospital either the NHS walk-in centre 08:00 – 20:00 daily or urgent care centre 08:00 – midnight, daily.