

## Autumn 2017 Newsletter

Welcome to your HMG Autumn 2017

Newsletter - In this edition:

Latest News



Flu Vaccinations



Welcome to the practice



Raising money for great Charities



Free Stop Smoking Service



Appointments



Talking Matters



Staff Training Day



Travel Vaccinations



NHS News



Online Access



Your Feedback

### Appointment Text Message Reminder Service

We have recently implemented a Text Message Reminder Service. This service sends a confirmation text message to patients when they book an appointment and a reminder text message 48 hours before the appointment date. We have introduced this service to reduce the number of patients who do not attend (DNA) appointments and is proving very successful. If you would like to be set up for our text message reminder service please let reception know your current mobile number to receive appointment booking confirmations and reminders via text.

### Medication News

Lyrica has recently come off patent which means that other drug companies can manufacture it more cost effectively, therefore the name of this medication in future will be prescribed as either **Pregabalin** or **Rewisca**. There should be no difference in its effect. Our Medicine Manager will be contacting patients to offer a medication review with a doctor, however if you wish to discuss this sooner please contact the surgery to make an appointment.

### Repeat Prescriptions

We are unable to take **verbal** requests for repeat prescriptions at the reception desk. If you require a prescription please use the right hand side of your prescription paper, if you don't have a right hand side please complete a Patient Prescription Request Form and return it to Reception. Alternatively you can call our prescription line on 01434 320077 Option 2 or order online via EMIS Access. Please allow 48 hours to collect your prescription from the surgery or 72 hours from the pharmacy.

## FLU VACCINATIONS 2017

Our annual flu vaccination clinic will be held at the surgery on

**Saturday 23rd September 2017**

**08:30—15:30**

***If you are unable to attend the clinic on the 23<sup>th</sup> September contact the surgery and we will book you an alternative appointment at a time convenient for you.***

*We are very pleased to inform patients that we are this year offering the quadrivalent flu vaccine which covers 4 strains of flu.*

The Practice orders a flu vaccine for all eligible patients so we appreciate patients attending the surgery. If you don't want a flu vaccine please let us know so we don't waste the vaccine and we will code your medical record as flu vaccination declined

### Childrens Fluenz Nasal Spray

All children aged 2 or 3 years on the 31<sup>st</sup> August 2017 will be entitled to have the childrens fluenz nasal spray at the GP Surgery – these clinics are bookable appointments–Please contact the Surgery to book a children's flu appointment. (School children in reception and years 1, 2, 3 & 4 will be offered the nasal spray at school).

### Shingles Vaccination

All patients aged 70 & 78 on the 1<sup>st</sup> September 2017 will be offered the Shingles vaccine. Plus anyone in their 70s who was born after 1<sup>st</sup> September 1942 and not yet had the vaccine.

## Staff News

**Admin** —We are delighted to welcome to our admin team Adele Watson. Adele will be learning all aspects of the reception role.

**Doctors** —Dr Miller has returned to Practice following her maternity leave, Welcome back!

**GP Registers (GPR) - goodbye and hello**—In August we said goodbye to 2 excellent GP Registrars Dr Mitch Ralley and Dr Craig Winthrop. They have now completed their GPR training and we wish them luck for the future. We are very pleased to welcome our next GP Registrar Dr Will Solyom who will be working in the Practice for 6 months.

### What are GP registrars?

GP Registrars are fully qualified and registered doctors, ie they have passed out of medical school and completed their 2 years of preregistration in hospital and been admitted as fully registered doctors on to the GMC list.

They are currently on a 3 year GP registration course, this involves further hospital medical training in specialities which may include paediatrics, geriatrics, psychiatry, dermatology and general medicine etc. and an attachment to a practice under a supervising qualified GP. All GPs must undergo this training before they can become fully qualified GPs in their own right.



In the practice we have been fundraising for health related charities; Melanoma UK and Josie's Dragonfly Trust. These two charities were chosen by our staff members Adele Bracher and Kirsty Sanderson.



## Fundraising

**Teddy Bear's Name** - There has been a big friendly bear on our Reception desk, the bear needed a name and a new home. Patients paid £1 to guess the name. On Monday 11th September the teddy bears name was picked at random and she was named Chloe. Chloe now lives with her new owner and we've heard she is settling in very well. The proceeds from this were split between the two chosen charities and a total of **£40.60** was raised.

**Prize Draw Raffle** - We had an abundance of prizes to be won in our prize draw raffle, the raffle was drawn on Monday 11th September, prize winners have been contacted. A total of **£101.30** was raised and will be split between the two chosen charities.

**Great North Run** - Kirsty and Adele both completed the 2017 Great North Run in style with fantastic times. A massive Well Done to you both, the total amount is still to be confirmed as sponsors are still coming in.

**Macmillan Cancer Support** - We will fundraising for Macmillan Cancer Support in September and October.



**A big thank you to all our patients who continue to support the Practice fundraising events**

## FREE Stop Smoking Service In Haltwhistle.

Haltwhistle Health Centre has a dedicated Stop Smoking Clinic on Tuesday afternoons which is run by a specialist smoking cessation advisor who can help you through the process of stopping smoking and identify the most appropriate stop smoking treatment plan for your needs.

The stop smoking service can also support patients using e-cigarettes.

Nearly one in five UK adults smoke, increasing the risk of coronary heart disease, stroke and a variety of cancers. The good news is that stopping smoking is the single best thing you can do for your heart health, and the risk to your health decreases significantly soon after stopping.

To receive information and support on stopping smoking contact Northumberland stop smoking service on 01670 813135



## Appointments

Thank you to patients who attend appointments they book We do continue to have a high rate of patients who do not attend or cancel their appointments . We cannot charge patients who do not attend appointments, however we do audit this and we write to any patients who repeatedly miss appointments. These patients may be at risk of being removed from the practice list. Please help us to help you and use our time and appointments more efficiently and effectively. Please sign up to the text message reminder service.

**IF YOU CAN'T KEEP IT PLEASE CANCEL IT!**

## Talking Matters

Talking Matters Northumberland provide a free psychological treatment, support and recovery service for the people of Northumberland over the age of 16 experiencing common difficulties such as :

*Low mood and depression*

*Anxiety*

*Stress*

*Panic attacks*

*Obsessive Compulsive Disorder (OCD)*

*Post-Traumatic Stress Disorder (PTSD)*

*Social anxiety*

*Bereavement/loss*

*Work related stress*

*Sleep problems*

*Relationship difficulties*

Their aim is to ensure people in Northumberland can get quick and easy access into personalised treatment to support their recovery and live life to the full. Talking Matters meet their patients in our Practice for their one to one consultations, to contact Talking Matters you can do so via:

Website : [www.tmnorthumberland.org.uk](http://www.tmnorthumberland.org.uk)

Telephone: 0300 3030 700

E-mail: [info@tmnorthumberland.org.uk](mailto:info@tmnorthumberland.org.uk)



## Staff Training Day

Our next Staff Training afternoon will take place on

**Wednesday 8th November 2017.**

If you require medical assistance when the surgery is closed please call 111 or for a full list of options please visit:

[www.haltwhistlemedicalgroup.co.uk/whenweareclosed](http://www.haltwhistlemedicalgroup.co.uk/whenweareclosed)

## Travel vaccinations

If you are travelling abroad and need to have travel vaccinations – please give us plenty of notice to plan your vaccination schedule. Come into the surgery to collect and complete our travel questionnaire as soon as you can and a practice nurse will contact you with suitable appointment to discuss your travel schedule and any costs involved

## Eye screening linked to fall in sight loss in people with Diabetes

The main risk to vision for people with diabetes is Diabetic Retinopathy, a condition where high blood sugar levels damage the retina, leading to sight loss and even blindness.

Because of this, an NHS screening programme for people with diabetes in England and Wales was launched in 2003.

This latest study looked at patient data from Wales to assess whether the programme had been successful in preventing cases of sight loss arising from Diabetic Retinopathy. Results suggest that it has been. The number and rate of people with diabetes who went on to have a Certificate of Visual Impairment decreased from 2008 to 2014.

If you have Diabetes, whether type 1 or type 2, it's important to get your eyes checked once a year. If you haven't received a letter inviting you to a screening appointment in the past year, contact your GP.



## EMIS Online patient access

EMIS access is the system that patients use to order repeat medication and book GP appointments and also have access to view their summary care record, which includes medications, allergies and adverse reactions. If you would like to register for this system please speak to the receptionist or visit the website (*Please note it is the patient's responsibility to keep passwords secure*).

## Electronic Prescription Service (EPS)

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

What does this mean for you?

If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time. You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop. Speak to the Pharmacist at your chemist about EPS nomination.

Our website contains lots of useful health information, including latest Practice, Local and National news, Online access to book / cancel appointments and ordering prescriptions along with much more.

[www.haltwhistlemedicalgroup.co.uk](http://www.haltwhistlemedicalgroup.co.uk)

## Feedback From You

At Haltwhistle Medical Group we always want to hear from you, our patients. What would like to see in our next newsletter? What would you like to see in the Practice? There are a number of different ways in which you can feedback your thoughts and suggestions to us, you can use our new website to complete our questionnaire or leave anonymous feedback, we have a comments and suggestion box on the front desk in our surgery, speak to a member of our team or even write a letter to us. We strive to provide our patients with a first class service

***We look forward to hearing from you.***