

NHS

Littleborough
Group Practice

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Winter Newsletter

*Keeping you up to date with all developments within
your integrated community teams*

Stay well this winter

Issue1: January 2018

We still have a number of patients who have not yet had their influenza vaccine. Patients **aged 2-3**, aged **over 65**, or suffer from a **chronic condition** are all entitled to the flu vaccine. Your GP recommends you have this vaccine. Please contact the surgery to book an appointment to see if you are entitled to a vaccine.

The surgery is under pressure for on the day appointments. When contacting the surgery, you will be asked about your symptoms. This is not the receptionist being nosy, but to enable them to direct you to the appropriate clinician. Not all problems need to be seen by a GP and we should utilise the services correctly to ensure the patients that are unwell and need to see a GP are able to be seen. The pharmacist can help with over the counter medication for most coughs, cold, etc. Anyone requesting a non-urgent appointment can book up to 4 weeks in advance as long as appointments are available.

Home Visit

The practice is receiving more and more home visit requests, mainly when the weather isn't too great. Home Visits are only for patients who are unable to leave the house. Patients who go to the hairdressers and shopping should attend the practice.

DNA Appointments

To date from April 2017, there have been over a 1000 DNA (Did Not Attend). These are appointments with the nurse and GP. If you are unable to keep your appointment please contact the surgery to cancel. I know mornings can be busy and often in a queue, so please leave it until after 10am when you should get through quickly.



Next Patient Participation group meeting:

- Monday 5th February 2018 3pm.
All patients are welcome to attend

Staff Training Days:

- Thursday 11th January
- Thursday 8th February
- Thursday 8th March

The surgery will be closed from 1pm to 4pm

Reception

We have had some changes in Reception

Adam left us to pursue a career in pharmacy.

Georgia has left us to pursue a career in Nursing.

Jenny has left us to pursue a career in radiology.

We have 3 new receptionist who have started at the practice.

Nicola—Highly experienced in the public sector.

Nikki—Who joins us from Stonefield Street Surgery .

Rachel—Who has worked in the healthcare training sector.



Online Access to Medical Records

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medication you take regularly and look at your medical record online.

Being able to see your record online might help you to manage your medical conditions. It also means that you can access it from anywhere in the world.

If you are interested in this service, please speak to one of our receptionists or visit our website where more information can be found and a sign up form.



DID YOU KNOW?



Self Referral

You can self refer to podiatry using the self referral form which can be collected from Reception.

You can also self refer to Physio Direct which can also be collected at Reception.

You now have access to a GP 7 days per week including evenings.

Clinics are held in Heywood, Middleton, Rochdale and Littleborough. If you require an appointment after 6pm or during the weekend try this service. To book an appointment please contact 0161 763 8292



Smoking Cessation Service

In Littleborough we are about to pilot a smoking cessation service. Keep an eye on our website for more information.