

The Elms Medical Centre Newsletter



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DR MILLS RETIREMENT

We wish to inform our patients of the forthcoming retirement of

DR BERNARD MILLS

Dr Mills will retire on the 1st August 2014. He wishes to thank all his patients, staff, colleagues and partners for their support over the last 30 years, and wish everyone all the very best for the future.

I'm sure you will join us in wishing

DR MILLS A VERY HAPPY RETIREMENT.



PATIENT Q & A

Patients often ask our staff the same questions. We feel that having a "Q & A" section may help patients to have a better understanding about the Practice and stop some of the repeat questions. With the help of our PPG we will be producing a future list but here is one of the most popular questions.

Q: When I ring to make an appointment why does the receptionist ask what the matter is?

A: Appointments are not unlimited, and it is important that you are seen by the most appropriate clinician. That may not always be a doctor. By indicating your problem to our receptionist they can ensure you have the best appointment, and see the most appropriate person for that problem. One of our PPG members once said "would you take your car to the garage without telling them what was wrong with it?"

Be assured what you say to a receptionist is treated with the utmost confidence.

We welcome your suggestions and questions for future editions of our newsletters.

PPG MEETING

OUR NEXT PPG MEETING IS SCHEDULED FOR:

MONDAY 21ST JULY 2014

7.00PM - 8.30PM

@ THE ELMS MEDICAL CENTRE

ARE YOU A CARER?

IF YOU ARE A CARER PLEASE LET US KNOW, YOU CAN FILL IN A CARER NOTIFICATION FORM AT RECEPTION. WE CAN OFFER HELP IN GETTING INFORMATION ON:

ADVICE & SUPPORT, BENEFIT ENTITLEMENTS, CARERS ASSESSMENTS AND LOOKING AFTER YOUR OWN HEALTH



Share the Love 25 July – 3 August 2014

Green spaces are essential to healthy, happy communities. Love Parks celebrate and showcase just this, campaigning for continual reinvestment. Love Parks Week is growing year after year and they want to make 2014 the best yet!

Love Parks week originally began in 2006 and the simple aim was to encourage people to visit, enjoy and take pride in their local parks and green spaces, and driving the message that our parks and green spaces are essential to healthy, happy and strong communities. In the first year 240 events were held with around 96,000 attendees. Over the previous 6 years the campaign has made huge steps forward to 1100 events and 1.4 million participants last year. Most events are free, and it makes a great start to the school holidays.

'Love Parks – a park is for life not just for summer'

NHS Tips for Coping in Hot Weather

The following advice applies to everybody when it comes to keep cool and comfortable and reducing health risks:

- **Shut windows and pull down the shades when it is hotter outside. If it is safe, open them for ventilation when it is cooler.**
- **Avoid the heat: stay out of the sun and don't go out between 11am and 3pm (hottest part of the day) if you are vulnerable to the effects of heat.**
- **Keep rooms cool by using shades or reflective material outside of the windows. If this isn't possible, use light-coloured curtains and keep them closed (metallic blinds and dark curtains can make the room hotter).**
- **Have cool baths or showers, and splash yourself with cool water.**
- **Drink cold drinks regularly, such as water and fruit juice. Avoid tea, coffee and alcohol. Stay tuned to the weather forecast on the radio or TV, or on the Met Office Website.**
- **Plan ahead to make sure you have enough supplies, such as food, water and any medications you need.**
- **Identify the coolest room in the house so you know where to go to keep cool.**
- **Wear loose, cool clothing and a hat if you go outdoors.**
- **Check up on friends, relatives and neighbours who may be less able to look after themselves.**

NOTIFICATION OF NAMED GP FOR PATIENTS OVER 75 YEARS OF AGE

As of 1st April 2014, NHS England has instructed that all people over the age of 75 return to having a named GP.

In our Practice, this will be your "Usual GP". If for any reason you prefer to change your "Usual GP", just let us know, and we will try to help as long as it doesn't overload a particular GP. Your named GP will be the one that hospitals or community nurses will communicate with should you be under their care as well. If you haven't seen a GP or Nurse in any particular year, you will be entitled to ask for a review of your health. Our staff will be able to advise you if you need help with this. All our patients in this age group have been notified either by letter or during their consultation with the GP/Nurse. All our 75 year old and over patients are invited to have an annual health check with our HCA. Call the Practice to book your appointment.

STAFF TRAINING DAYS

The next scheduled training days for the Practice are as follows: 15th July, 27th August & 18th September 2014.

RISE IN MISSED APPOINTMENTS

Having trouble getting an appointment? Can't see the Doctor, Nurse or Phlebotomist when you want?

Perhaps it's because 112 people who booked appointments last month didn't turn up. That was 19 hours clinical time wasted.

Please consider other people if you are unable to attend or no longer need your appointment.

To cancel telephone 01244351000 or cancel your appointment online (you need an on-line user with us to do this).

This will provide us with the opportunity to offer another patient that appointment.



Your local Pharmacy can offer health care advice and treatment for you and your family for many minor health conditions, at a time that suits you. Under the Pharmacy First service the Pharmacist can provide advice and treatment for certain conditions which you normally might want to discuss with your GP.

You don't have to make an appointment; it will save you time as you won't need to visit your GP to simply get a prescription. Visit your local Pharmacy and ask at the counter if the Pharmacy First service is available. Consultations are always free, you will be given advice and if necessary medicine(s) will be supplied to treat your symptoms. If you don't pay for prescriptions from your doctor then any medicine supplied to you from the pharmacy will also be free of charge. If you normally pay for your prescriptions, then the standard prescription fee will be charged. However in many cases the medicines supplied will be cheaper to buy over the counter. The pharmacy will advise you of this. You will need to register onto the scheme the first time you use it. There are two levels of service:

LEVEL 1 CORE SERVICE: Should be available at all times the pharmacy is open. Patients receive a consultation, advice and supply of medicine(s) if appropriate for the following conditions; Cold and Flu, Diarrhoea and vomiting, Fever, Management of Head lice, Sore Throat, Cough, Vaginal Thrush (Aged 16-60), Worms.

LEVEL 2 SERVICE: Prescription only medicines offered by a limited number of pharmacies. Patients receive a consultation, advice and a supply of medicine for the following conditions; Cystitis in women (Aged 18-60), Conjunctivitis, Thrush in infants.