

THE ELMS MEDICAL PRACTICE NEWSLETTER



SEPTEMBER 2016 EDITION

2nd Floor Fountains Health
Delamere Street Chester CH1 4DS

TEL: 01244 351000
www.elmsmedicalcentre.co.uk

FLU CLINICS 2016

*******FLU CLINICS COMMENCING MONDAY 3RD OCTOBER 2016*******

Flu is an unpredictable virus that can cause mild or unpleasant illness in most people. It can cause severe illness and even death among vulnerable groups including older people, pregnant women and people with underlying health conditions.

The flu vaccine is available free on the NHS for; pregnant women, adults aged 65 and older, people with a serious medical condition (diabetes, heart problems, chest complaints, breathing difficulties, kidney disease, lowered immunity, liver disease, previous stroke or TIA, neurological conditions, removal of spleen), healthcare workers or carers, people living in a residential or nursing home. The Nasal Flu vaccination is free on the NHS for children aged 2, 3, & 4 years old, plus children in school years one, two and three (vaccination given at school) children aged 2 to 18 with a long-term condition. Please contact the surgery to make an appointment. Adults and Children are welcome to all clinics. We will have flu clinics running from the 3rd October 2016 as follows:

**Monday, Tuesday, Wednesday, Thursday & Friday Afternoons
@ Fountains 3.30pm – 6.00pm (Car Parking is Free after 3.00PM)
Thursday Mornings @ Blacon Clinic 9.00am – 12.00pm**

PRESCRIPTIONS 48 HOUR PROTOCOL

The Practice asks that **prescription requests are given with 48 Hours' notice**. We request **48 Hours** so that we are able to check all your medication details, pass the prescription request to your GP for checking and authorising. Your medical records are then updated and the prescription is given back to reception for collection or sent electronically to your nominated pharmacy.

Unfortunately from time to time there are a minority of patients who are reluctant to accept this policy and therefore not allowing sufficient time for our repeat prescription process. This can lead to additional delays for that patient but more importantly for those patients who have made the allowance for the 48 hour period. As a Practice we aim to be fair to all of our patients and therefore would request that all patients allow for this **48 hour period**.

Please ensure that when ordering prescriptions that you have sufficient medication to cover the **48 hour period**. If you have ordered a prescription with less than 48 hours' notice it is your responsibility to contact the surgery **after 3.00pm** to see if has been processed. If you are ordering a prescription early you must state the reason for this e.g. if going on holiday.

Only in emergency circumstances will exceptions be made at the discretion of the Doctors. We do not take medication requests over the telephone.

Q. Why do the GPs run late when everyone has been given appointment times?

A. Nobody likes to be kept waiting... We hope to see everyone on time, in the slot they reserved, but there are numerous reasons why this might not happen.

- Doctors hate to be put under pressure too. Running behind and attempting to stay on time are two of the most stressful and difficult problems a GP faces every day. Our doctors perform six hours of face-to-face appointments every single day, so getting behind is extremely challenging for them.
- The reasons for being seen late can be grouped into a few important categories. Rarely, it will be because the doctor was stuck in traffic, a meeting over-ran or because of computer problems. We hope everyone understands when an elderly, or less able-bodied, or patient with a significant diagnosis such as cancer takes a little longer than their allocated time.
- However, the single most significant reason for delays for subsequent patients is people who bring more problems to an appointment than can feasibly be seen in the length of time they have booked. One ten minute appointment is for one problem only.
- Please don't think you are doing the doctor a favour by saving your problems up or expect others to wait because you want 20 minutes but only booked 10!
- Bringing more than one problem to one ten minute appointment is likely to result in disappointment. You can ask for longer appointments when booking through reception. Please do not be offended if you are asked to leave as your time has expired but you still have several other things to discuss.

**BE CLEAR
ON CANCER**



Coughing
for 3 weeks? Get out of
breath easily?

Respiratory symptoms campaign

14 July to 16 October 2016

Public Health England is running a national 'Be Clear on Cancer' campaign to raise awareness of the respiratory symptoms of a persistent cough and inappropriate breathlessness. The media campaign will run from 14 July to 16 October 2016, encouraging those with relevant symptoms to present to their GP, with the aim of diagnosing more cases of cancer, lung disease and heart disease earlier.



SEXUAL HEALTH WEEK 2016 12TH – 18TH SEPTEMBER

This year the main focus is taking a back to basics look at sexually transmitted infections (STIs) and raise awareness about how they are passed on and busting some common myths and misconceptions. The family planning association state that in 2015 there were more than 435,000 STI diagnoses in England and rates across the UK remain high compared to other countries in Western Europe.

It is not just young people at risk of STIs; diagnoses among older age groups have been increasing in recent years and it is known to be difficult for people of any age to talk openly about using condoms or getting tested.

Our PPG Committee Group are holding an awareness day in our waiting room on Thursday 15th September 2016.

STAFF TRAINING DAYS

The next scheduled training days for the Practice are as follows:

**27TH SEPTEMBER, 20TH OCTOBER
& 23RD NOVEMBER 2016**

The surgery is closed on these afternoons from 12pm and will re-open at 5.00pm.

PATIENT DNA'S

In JULY & August there were 286 GP and Nurse Appointments that patients did not attend. BE CONSIDERATE! If you are unable to attend your appointment please contact the surgery as soon as possible so it can be given to another patient.

Accessibility Information

We want to get better at communicating with our patients. We want to make sure you can read and understand the information we send you. If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

As part of the Accessible Information Standard, we must
You can visit our website for more information

www.elmsmedicalcentre.co.uk and complete a form for your Accessibility needs. This can then be emailed to the Practice so we can ensure we have the correct information to help and support any accessibility needs. You can also get this from our reception. For more information you can visit the NHS England website:

<https://www.england.nhs.uk/ourwork/patients/accessibleinfo/>

'THE ELMS' BY SCOTT OHNOUTKA

From our first "Hello" you're met with an ear that listens and a heart that will always care.
We're here to serve you as a patient and for everyone we'll always be there.

Equal opportunities in Chester for all of you that we meet, offering telephone consultations, home and clinic appointments so relax and take a seat!
With so much on offer, you'll forever be at the centre of our thoughts and deeds.
Even including a "Patient Participation Group" where you're welcome to join our committee and address patient needs.

Promoting health and wellbeing, the Elms is always looking to enhance, for patients like you, we're always ready to listen, giving you opportunity and providing that chance.

PATIENT PARTICIPATION GROUP MEETING

Our next PPG meeting is on
Monday 12th September 2016 4.00pm
@ The Elms Medical Practice

2nd Floor Fountains Health Delamere Street Chester CH1 4DS

Supporting

CLIC
Sargent



for
children
with cancer

CLIC SARGENT STATE THAT, TODAY, 10 CHILDREN AND YOUNG PEOPLE IN THE UK WILL HEAR THE SHOCKING NEWS THAT THEY HAVE CANCER

Being diagnosed with cancer is a frightening experience and the emotional, practical and financial implications of treatment are intensely challenging for the whole family.

CLIC Sargent's mission is to change what it means to be diagnosed with cancer when you're young. We believe that children and young people with cancer have the right to the best possible treatment, care, and support, throughout their cancer journey and beyond. And they deserve the best possible chance to make the most of their lives once cancer treatment has ended.

CLIC Sargent provides vital emotional, practical and financial support to young cancer patients and families during and after treatment, and we take what they tell us about the impact of cancer on their lives to service providers and policy makers to help change things for the better.

The staff at the Elms are having an awareness day in aid of Childhood Cancer Awareness Month (1st to 30th September 2016) by having a dress down day and donating £2.00 each for the privilege. We will have information leaflets available in our waiting area.