

THE ELMS MEDICAL PRACTICE NEWSLETTER



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THE ELMS ARE EXCITED TO ANNOUNCE THAT WE NOW PROVIDE ECONSULT FOR OUR PATIENTS

What is eConsult?

It is an online triage tool that enables GPs to conduct consultations more efficiently. It provides an online portal where patients can self-check their symptoms, and receive on the spot medical advice 24/7. It will help to relieve pressure on GPs by giving patients access to round-the-clock support and alternative treatment providers.

Patients electing to eConsult with their GP simply fill out an online form. It has been designed to capture the symptoms with over 100 common clinical conditions, with red flag sensitivity that alerts the patient to any serious signs of critical illness that require immediate medical intervention. The online form has been designed with technology that responds in real time, tailoring the questions and responses according to a patient's unique demographic.

The completed questionnaire is emailed to the practice. eConsults are securely emailed as succinct PDF report directly to the practice administration team who then add them into a GPs workflow. The structure of the report is always the same in each individual case, so over time GPs can learn to quickly scan for relevant information they need to make an informed and speedy decision on the best outcome for the patient.

Benefits from eConsult:

- Cut consultation times,
- Improve patient access,
- Help improve the care you provide for your patients,
- Makes better use of other primary care services.



World Cancer Day is a global event and a day to unite the world's population in the fight against cancer. The aims are to save millions of preventable deaths each year by raising awareness and education about the disease and pressing governments and individuals across the world to take action.

Why is World Cancer Day Important?

- ✚ Currently, 8.8 million people die from cancer worldwide every year, out of which, 4 million people die prematurely (aged 30 to 69 Years)
- ✚ World Cancer Day is the ideal opportunity to spread the word and raise the profile of cancer in people's minds and in the world's media
- ✚ This year alone, 8 million people will die of cancer, and left unchecked, the number of deaths will increase to 13.2 million per year by 2030.

For more information or to get involved you can visit:

<http://worldcancerday.org>

Elms News

**We would like to warmly welcome
to our team:**

Dr Hayley Gardner

**Dr Gardner joined the team in
January 2018 and will be working
Mondays and Tuesdays.
Dr Gardner will be providing
continuity to
Dr Stephenson's patients.**

Need a weekend or evening appointment?

You can now book to see a GP, nurse or arrange a blood test in the evening, at weekends and on bank holidays. Physio assessments are also available any weekday evening.

To book an appointment call: **0300 123 7743**
or speak to your GP receptionist



Patients registered with a GP practice in West Cheshire can access appointments at six locations between:

Monday to Friday
6.30pm – 9.30pm &
Saturday and Sunday
9am – 6pm

Please note the opening times and services offered at different venues will vary.

For more information, search online for 'West Cheshire Extended Hours'

NHS MEDICINES SUPPLY CRISIS

Community Pharmacies are working really hard to make sure that you get the medicines that you need. At the moment there are a lot of difficulties sourcing medicines and this is leading to some problems. We know how important getting your medicines is (recently 2.2m people signed a petition to support their local pharmacies) so we wanted to provide you with some information about why getting your medicine may be difficult.

6 KEY QUESTIONS AND ANSWERS

1. Why is medicine out of stock?

Recently two manufacturers have had problems making their medicines which means that they cannot be sold. Some medicines are now in short-supply. Also, recent changes in the exchange rates means that stock sold to pharmacies in the UK may now be being sold in other countries meaning there is less stock available.

2. I can't get my medicine from my usual pharmacy but another pharmacy has it – why is that?

There are 2 main reasons for this:

- Different pharmacies use different suppliers and it will depend on whether their wholesalers have stock or not.
- Some manufacturers restrict the amount of a specific medicine that a pharmacy can order. This is known as quota. Once a pharmacy has used their quota for the month it can be really hard to get anymore until the start of the next month.

3. What is the difference between brands and generics?

Medicines will often have more than one name:

- A generic name which is the ingredient of the medicine (for e.g. Ibuprofen). Often generic medicines are made by a number of manufacturers.
- A brand is the name the manufacturer or pharmaceutical company gives to the medicine (e.g. Nurofen). Only that manufacturer can make that brand.

If your doctor prescribes by brand name the law says we have to supply that brand. If your doctor prescribes using a generic name we can supply any manufacturer's generic product.

4. Why are my new tablets a different size, shape & colour?

Because some medicines are in short supply your usual tablets may not be available. In this case, to make sure you don't go without medication your pharmacist may supply you with the same medicine but from a different manufacturer so your tablets may change their appearance. If you have any queries, talk to your pharmacist.

5. What is my pharmacy doing to help?

Most pharmacies have several wholesaler accounts. The scale of the medicines shortages means that lots of wholesalers don't have stock available. Pharmacies are trying really hard to find stock for their patients. This includes seeing if stock may be available for you in other pharmacies. This is a national problem and pharmacy representatives are working with the Government to help resolve these problems.

6. What can I do to help?

- Order your medication in plenty of time (but no more than 7 days before it is due).
- Only order what you require. If you have unused medicines in your cupboard use these first (remember to check the expiry date).
- Your pharmacist is trying really hard to source these items so please bear with them if they are having difficulty getting medicines for you.

FRIENDS OF THE ELMS



Do you want to improve the primary care services in our community?

Improve the communication links with patients

Help the practice to respond to patient's needs

Re-shaping the future of primary care

Help to improve health self-awareness

Your views matter so get involved with The Elms Patient Participation Group

You can contact the PPG Chair via elms.medicalcentre@nhs.net

Friends of the Elms (formerly known as our PPG) are currently organising fundraising events and health awareness campaigns for 2018.

Please keep checking our newsletter, website, Facebook and Twitter pages for upcoming information 😊

STAFF TRAINING DAYS

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

Tuesday 30th January 2018

Wednesday 21st February 2018

Thursday 22nd March 2018

The surgery is closed on these afternoons from 12pm and will re-open at 5.00pm. This means the Practice is not open to drop off or collect prescriptions – you need to use the drop off box provided at the main entrance of the Fountains Building.