

SWAN LANE MEDICAL CENTRE

PRACTICE NEWS LETTER

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Dear Patients

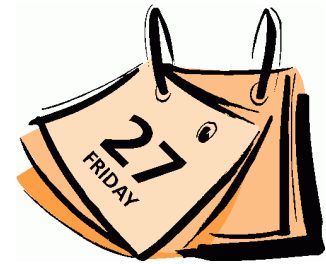
Welcome to our Spring newsletter for 2024

Staff News-

.We have welcomed a 2 new receptionist Sarah and Katie. And we have said goodbye to Catherine.

Carol has stepped down as reception supervisor and Tristan has took over the role.

Raeesa our practice nurse is currently on maternity leave.



DNA

Please give us as much notice as you can if you are unable to make your appointment so that we can offer it to other patients.

Tel:01204 661600





**Practice Telephone
number:**

01204 661600

Surgery Opening Times:

Monday

8 am to 6.30 pm

Tuesday

8 am to 6.30 pm

Wednesday

8 am to 6.30 pm

Thursday

8 am to 6.30 pm

Friday

8 am to 6.30 pm

Saturday

8 am to 12: 15 pm

All of our clinics are run on an appointment system only.

GP Practice programme

We have completed the GP practice programme that started in October 2023 and ended in March 2024.

The practice saw an improvement in :-

Patient uptake in online consultations

Online consultation systems NHS England

- ✓ Better service for patients
- ✓ Connects to the most appropriate help
- ✓ Gives patients more control

Uptake in NHS app and the usage of the app

Do more with the NHS App! NHS App

Reduction in inappropriate GP appointments

Choose the right service for you NHS Warrington and Halton Teaching Hospitals NHS Foundation Trust

999	Only in an emergency: loss of consciousness, severe breathing difficulties, heavy bleeding	(A&E) Emergency Department
	When it's urgent but not life threatening: sprains, fractures, minor burns, skin infection	Urgent Treatment Centres Runcorn & Widnes
	For symptoms that don't go away: ear pain, back pain, stomach pain	GP Surgery
	Feeling poorly and need advice about: fevers, stomach upset, aches & pains, headaches	Pharmacy
	Need help fast and its not an emergency? Unwell? Confused? Need help? NHS 111 can also book time slots at Urgent Care Centres, GP practices and A&E, if needed.	NHS 111
	For common ailments and illnesses: hangover, grazed knee, sore throat, cough	Self-care

Breast Screening

Between the age of 50 & 70 anyone who is registered as female with a GP will be automatically invited for breast screening.

Your 1st mammogram invite is usually between your 50th and 53rd birthday and you will receive an invite every 3 years.

Attending regular mammograms and being breast aware can detect cancers in the early stages.

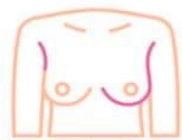
During breast screening you'll have 4 breast X-rays (mammograms), 2 for each breast.

The mammograms are done by a specialist called a mammographer. The mammographer will be female.

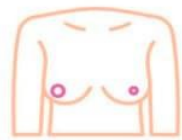
The mammograms only take a few minutes. The whole appointment should take about 30 minutes.

Before starting, the mammographer will check your details with you and ask if you have had any breast problems.

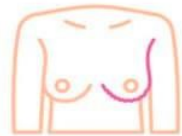
They will also explain what will happen during the screening and answer any questions you have.



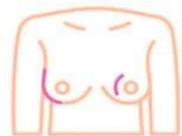
Constant **pain** in the breast or your armpit



The nipple becoming **inverted** (pulled in) or **changing its position** or shape

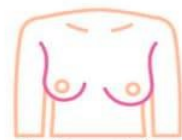


The change in **skin texture** (puckering or dimpling)

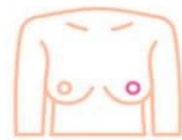


The **lump** or **thickening** that feels different from the rest of the breast tissue

CHECK YOUR BREASTS



The difference in **shape** or **size**



The **rash** or **redness** around the nipple on the skin



Discharge (liquid) comes from the nipple without squeezing



The **swelling** in your armpit or around your collarbone

Travel Advice

If you require any vaccinations relating to foreign travel you need to make an appointment with the practice nurse to discuss your travel arrangements. This will include which countries and areas within countries that you are visiting to determine what vaccinations are required.

It is important to make this initial appointment as early as possible - at least 6 weeks before you travel - as a second appointment will be required with the practice nurse to actually receive the vaccinations. These vaccines have to be ordered as they are not a stock vaccine. Your second appointment needs to be at least 2 weeks before you travel to allow the vaccines to work.

Some travel vaccines are ordered on a private prescription and these incur a charge over and above the normal prescription charge. This is because not all travel vaccinations are included in the services provided by the NHS.



Hayfever is a common condition also known as seasonal allergic rhinitis that affects around 1 in 5 people in the UK.

Symptoms include;

- Sneezing
- Red, puffy, itchy or watery eyes
- Headaches and sinus pain
- Itchy, blocked or runny nose
- Itchy throat



How to avoid triggers of hay fever...

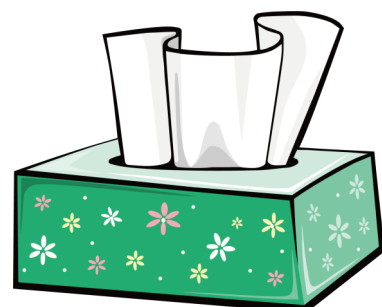
Keep house and car windows closed, especially when the pollen count is high (early mornings and evenings) Avoid large grassy areas, woodland, cutting the grass, pollutants and car fume. When you get in from outside wash your hands, face, hair, rinse your eyes and change your clothes. Don't dry washing outside to avoid pollen sticking to your clothes

How to treat hay fever...

The treatment you need will depend on your symptoms. You can speak to a Pharmacist if you are unsure what treatment will be best for you. Examples of treatments include Antihistamine tablets, nasal sprays and eye drops.

These treatments are available from your local pharmacy or supermarket.

GP surgeries will no longer be prescribing this kind of medication.



OUR STAFF

Management

Tracy (Practice Manager)

Anne (Assistant Practice Manager)

Tristan Nixon (Reception Supervisor)

GP Partners

Dr P Nixon

Dr M Arya

Dr M Choksi

Salaried GP

Dr Z Member

Nursing Team

Gemma (Practice Nurse)

Anna (Practice Nurse)

Alison (Assistant Practitioner)

Sandip (Health Care Assistant)

Receptionists

Fatima Carol

Sarah Katie

Fawziyah

Mahnoor (SATURDAY)

Khadeeja (SATURDAY)

Admin Team:

Sharon (Patient Care Plan Manager)

Yumna (Medical Secretary)

Abi (Medical Secretary)

Lesley

Felicity (Medical Secretary)

Nasima

Other clinical Staff

Graeme (Advance clinical pharmacist)

Emily (MSK)

Simon (MSK)

Nicola & Gina (Paramedics)

Online Consultations

. Online consultations is up and running on our surgery website.

Online consultations is a facility where you can fill in an form online about a health issue. You can use your smartphone, tablet or computer to have an online consultation.

Once you have answered the questions in the online form you will then receive an acknowledgement and that your request has been sent to the surgery. The surgery will then action your request and you will hear from a member of the team within **48 hours** with what will happen next ie. phone or video consultation, or maybe contact from a Nurse or confirmation that your prescription is ready or has been forwarded to the chosen Pharmacy.

See our practice website for more details

<https://www.swanlanemedicalcentre.nhs.uk/>

Contact our practice
Use our online consultation

Tell us about your problem and request medical advice and we'll respond promptly within our online consultation hours.

GET STARTED



Pharmacy 1st Service

The new Pharmacy First service, launched **31 January 2024**, adds to the existing consultation service and enables community pharmacies to complete episodes of care for 7 common conditions following defined clinical pathways.

Patients will be able to access the 7 clinical pathways element via referrals from referring organisations including general practice, urgent and emergency care settings, and NHS 111 (online and via telephone). This new service is expected to free up GP appointments for patients who need them most and will give people quicker and more convenient access to safe and high quality healthcare.

Pharmacies have private consultation rooms that can be used for consultations with patients, and pharmacists can see patients for clinical services without always needing an appointment.

Every pharmacist trains for 5 years in the use of medicines and managing minor illnesses, so they are well equipped to provide health and wellbeing advice to help people stay well. They are also experienced in spotting warning signs, otherwise known as red flag symptoms, which may warrant a referral to another healthcare provider.



Clinical pathway

Age range

Acute otitis media*

1 to 17 years

Impetigo

1 year and over

Infected insect bites

1 year and over

Shingles

18 years and over

Sinusitis

12 years and over

Sore throat

5 years and over

Uncomplicated urinary tract infections

Women 16-64 years

Public Holidays

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We will be closed on the following days due to Bank holidays.

Monday 6th May 2024—re-open on the 07/05/2024

Monday 27th May 2024—re-open on the 28/05/2024

We will be open as usual the following days.

If you are taking regular medications please ensure you check you have enough left to cover times we are closed.



**KEEP
CALM
AND
ENJOY
BANK HOLIDAYS**

EID Mubarak

We would like to wish all of our staff and patients a very happy Eid.

