

Drs. Liversedge, McCurdie, Wong and Yoxall

Practice Matters

January 2018


We would like to welcome all our new patients, and wish everyone a happy and healthy 2018!








Which is the right NHS service for you?

With increasing pressure on GP services, it is important that patients are using the right services for the medical issue they may have. Minor ailments can easily be dealt with by using over the counter medicine, and Pharmacists are well trained to give advice on a large range of medications, health issues and injuries.

Please use the service that is right for your needs to make sure that other services are available for those that really need it. The guide below may help you make a decision:

Stay well : Guide to help you choose the right service for you and your NHS



Self-care	Pharmacy	GP	Minor Injuries	A&E/999
Hangover. Cough. Colds. Grazes. Small cuts. Sore throat.	Diarrhoea. Earache. Painful cough. Sticky eye. Teething. Rashes.	Arthritis. Asthma. Back pain. Vomiting. Stomach ache.	Cuts. Sprains. Strain. Bruises. Itchy rash. Minor burns.	Severe bleeding. Breathing difficulties. Severe chest pain. Loss of consciousness.
				
Self-care is the best choice to treat minor illnesses and injuries. A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.	Pharmacists advise and treat a range of symptoms. This can avoid unnecessary trips to your GP or A&E department, and save time. No appointment is needed and most pharmacies have private consulting areas.	GPs and nurses have an excellent understanding of general health issues and can deal with a whole range of health problems.	Minor Injuries Units, Walk-in Centres and Urgent Care Centres provide non-urgent services for a range of conditions. They are usually led by nurses and an appointment is not necessary.	A&E or 999 are best used in an emergency for serious or life-threatening situations.
NHS 111	If you're feeling unwell, unsure or if you want health advice and guidance for non-life threatening emergencies call NHS 111.			 24 hours a day 7 days a week
NHS Choices	You can also access health advice and guidance or find your nearest service online through NHS Choices.			 Visit www.nhs.uk

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The new GP to our Practice

Both staff and patients were all extremely sad to say goodbye to Dr Newton, who left the Practice in November after 2 years with us.

We now have another female GP joining us at the beginning of March 2018, who will be working Wednesdays, Thursdays and Fridays. She is coming to us from her current Practice in Westhoughton, and she also works at Bolton Hospice on other days in the week.

Electronic prescriptions are now set up



We have now been set up to provide electronic prescriptions. The Electronic Prescription Service (EPS) makes it possible for your prescriptions to be sent electronically to the pharmacy of your choice. **This means you will no longer have to collect a paper repeat prescription from the GP practice, and instead you can go straight to your nominated pharmacy or dispensing appliance contractor to pick up your medicines or medical appliances.**

You will need to nominate the pharmacy you would like to use to pick up your prescription medicines or appliances from in the future. This could be local to where you live, where you work, or even where you do your shopping. To do this, visit your chosen pharmacy and register your details with them, and your future prescriptions will be sent directly to them for collection. This is completely flexible and can be changed at any time. You do not need to inform us of the pharmacy details, and you do not need to access anything on a computer.

The process for ordering your medication remains the same, so whether you order your medication by fax or post, in person or online, you will still need to ensure you make your request in plenty of time, and allow 48 hours for this to be processed.

Patients can still use the current method of paper prescriptions if required. You will still be able to access these in the usual manner. However, if you wish to change to EPS at any time, you can do this by informing your chosen pharmacy that you wish to register.

If you need any more information, please speak to reception, who will be able to help you further.

'My GP' – making appointments via the app

'My GP' is a new app that is available to patients which allows you to make, view and cancel appointments with the Surgery. It is free to download and use from the iTunes and Google app stores.

From the app you will be able to access appointments with the Doctors, set reminders for when your medication is due and receive patient messages rather than via the usual text service. The Patient Services website still remains available for patients wishing to make appointments and order repeat medication online. However, there is also a link to Patient Services within the app.



As the app recognises patients from their mobile number and date of birth, you will need to ensure we have current contact details held on your records. If you have recently changed your mobile number, please let us know so we can update your records. If you wish to make appointments for children within your family, please ensure your mobile number is up to date on your child's records.

Meet Kurt, our muscle and joint specialist



Kurt Lievesley is our new musculoskeletal practitioner, who is working with our practice on Wednesday and Friday afternoons.

You do not need to be referred by the GP to see Kurt, you can make an appointment with him as normal if you have a problem that he can deal with. Having Kurt to deal with these kinds of issues will free up further GP appointments for patients with other problems. If you need to be referred on for further assessment, then he can provide a referral.

Primarily, he will be dealing with problems that affect bones, joints and muscles, such as:

- Neck pain
- Shoulder, arm and hand pain
- Lower back pain and sciatica
- Hip, knee, ankle and foot pain
- Joint pain and stiffness
- Frozen shoulder
- Osteoarthritis
- Sports related injuries
- Muscle, tendon and ligament pain
- Joint injections

If you feel you have a problem that is appropriate for Kurt to deal with, please let reception know when you make your appointment and they can advise on his availability. Kurt's appointments are also available to book via the My GP app.

Bolton Care Record

As part of planned improvements to healthcare in Bolton, local health and care organisations will be working more closely to make patient care even better.

To do this, changes need to be made so that healthcare professionals involved in your care can see your medical records. This means that your GP, a consultant, a district nurse or other clinical staff will have access to the information they need.

Overall, this means that there is faster care in an emergency, information regarding longstanding health conditions can be accessed so you don't have to repeat yourself to each person you see, and complex needs can be understood by all involved in your care. Patients will have to give their explicit consent for this, so, if and when this is needed, you will be asked for permission to view your medical records.

If you need any further information on this scheme, please speak to our Practice Manager, Gill Warburton who can discuss this with you in more details.

Care4Bolton
A new approach to better, quality care.

Appointment availability



At present, we have 3 male and 1 (soon to be 2) female GP's, the Advanced Nurse Practitioner, 4 Practice Nurses, a Health Trainer, a Musculoskeletal Practitioner and 3 Phlebotomists available. All appointments are available 12 weeks in advance and can be made via the Surgery reception, and GP only appointments can be made online at Patient Services or using the My GP app.

Nurse appointments will need to be made either by telephone or in person, so we can ensure you have an appointment with the correct nurse for your needs. Not every nurse can carry out the same procedures and checks.

When calling the Surgery or coming into reception, reception staff can advise what is available with each clinician on each day. There may be occasions when your choice of Doctor or nurse is not available, so you will be offered an alternative. There are several factors which need to be taken into consideration which can restrict availability at certain times throughout the year, such as annual leave or training courses. If you are only available on certain dates or at certain times, or want to see a specific GP, this may also result in fewer appointments being available for your needs.

If you have seen the GP and are aware that you need a follow up appointment within a certain period of time, try to make this as soon as you know when this needed. Our appointments can get booked up fairly quickly as we are an increasingly busy practice, and with more demand on GP services, arranging a routine appointment a day or two before this is needed means it may be unlikely we can meet your requirements.

The reception staff are not responsible for the availability of appointments, and we would like to remind our patients that any aggressive behaviour or abuse of reception staff, or clinicians, will not be tolerated if you are unable to make the appointment of your choice. This includes comments and posts being made on social media. If you are unhappy with any aspect of the services our practice provides, you can speak to the Practice Manager, Gill Warburton, or you can put your complaint in writing to the Surgery address.

Our new Pharmacy Assistant

We now have with us a pharmacist, Ashraf Danga (Ash), who works with the GPs processing repeat prescriptions and dealing with any medication queries. This will hopefully free up more of the Doctors time and enhance our repeat prescription service.

In the near future, Ash will be meeting with patients on a one to one basis, carrying out medication reviews to ensure our patients are getting the most from their medication. If you have been on long term medication, or you feel you need some more information about something you have been taking for a while, you will be able to attend to discuss if this is still appropriate and if there is anything that can be done to help you manage your condition better.

Whilst Ash cannot sign prescriptions, he can certainly provide advice and education to get the best out of your medicines.

If you need any more information then please speak to Reception who will be able to advise you further.

You can view this newsletter and find lots of other information on our practice website
www.egertonanddunscarhealthcentre.nhs.uk

You can also book, cancel and view appointments at
www.patientservices.co.uk