

Drs Liversedge, Wong, Yoxall & Peddie

PRACTICE MATTERS

August 2022

Our In-house Pharmacists



We now have 2 in-house pharmacists, Zaakirah and Seyi, who work alongside the GP's in the Practice and consult with patients regarding their medication and any prescription queries.

Seyi is with us Mondays and Fridays, and Zaakirah is here Tuesday, Wednesday and Thursday. There are some matters that will still need to be dealt with by the Nurse/GP, but they will help with most other queries that a Pharmacist in a Chemist can do.

The type of matters they will be dealing with include:

- Medication reviews for patients
- Queries regarding any side effects of medicines
- Switching medications to alternative formulations, eg, from tablet to liquid form
- Pain medication reviews
- Medication queries related to pregnancy and breastfeeding
- Medication queries relating to clinic/hospital letters

Some queries will still be required to be dealt with by a Nurse or a GP, such as:

- Antidepressant medication reviews
- Contraception reviews – patients need to be seen to get their BP checked
- Minor ailments – these are being dealt with by community pharmacies

At present, they are not able to prescribe medication following a consultation, however they can discuss issues with patients and refer prescription requests through to the GP. If you have any queries that relate to your medication, you will be offered a telephone call with either Zaakirah or Seyi, as it is most likely they will be able to answer any questions you may have, and are likely to have availability for a call sooner than the other clinicians, meaning shorter waiting times for our patients.

Self Care



There are some problems that affect patients where there are no options for self-care, and medical attention is needed as the first option for treatment.

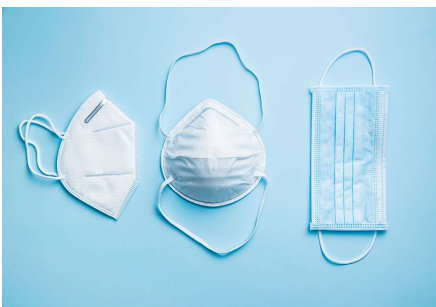
However, there are many problems that affect patients where advice can be given on non-urgent matters, over the counter medicines provided, or you can speak to a trained medical professional who can give advice. Small cuts and grazes, coughs and colds, upset stomachs, insect bites and stings and headaches are all problems that can be dealt with by obtaining over the counter medicine and getting advice from a pharmacist, rather than needing a GP appointment first.

If you are not sure what the best course of action to take is, you can call 111 at any time and speak to a medical professional who can advise you whether you can deal with this at home, or need to seek further medical advice.

A&E is for accidents and medical emergencies, such as chest pain, breathing problems, broken bones, serious injuries or severe bleeding. This is not the place to attend for ongoing, routine problems which you do not want to wait for a GP appointment for. This keeps waiting times excessively high and prevents more urgent cases from being seen sooner.

To try and ensure those that need a GP appointment are able to be seen when needed, and to try and keep waiting times as low as possible, please think if self-care is an option for you before requesting an appointment with the Doctor.

Face masks within the Health Centre



Despite the relaxation in the government guidelines regarding the wearing of face masks in public places, our patients and staff are still required to wear masks within the Health Centre.

If you are coming into the building to come to reception, attending an appointment with any of our clinicians, or attending community appointments with the treatment room or physiotherapy, a face covering is still required unless you are medically exempt. Children under 12 are not required to wear a face mask.

We also ask that our patients, and anyone they attend with, maintain social distancing rules as much as possible. Anyone using the waiting room will have their chair cleaned by the clinician they are seeing when they are called, and reception staff regularly clean the check-in screen and other areas in reception that patients frequently use.

If you do not have a face mask when you attend, we are happy to provide one for you. If you are unsure of any of the guidelines, or have any queries, then please ask at reception.

Missed appointments

If you have a GP or Nurse appointment that you find you no longer need, or cannot attend, please contact the Surgery and let us know so we can cancel or rearrange this for you, or allow this to be given to another patient who may need it.

As the demand for GP and Nurse appointments continues to rise rapidly, it would very much help us to help you by cancelling any appointment you do not need.

Last month, a large number of GP and Nurse appointments were what we call DNA'd (did not attend) which meant that a huge amount of clinician time was wasted, whereas if these had been cancelled, a greater number of patients could have been seen instead.

You can cancel an appointment by calling the Surgery, coming into reception, by responding with the word "cancel" to a text reminder or, if you use any of the apps or websites available, via any of these.

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

COVID-19 Booster Vaccination Clinics



During previous COVID vaccinations, our patients were asked to attend Tonge Moor Health Centre to get their vaccine, and more recently, we were able to offer a small number of clinics here at our Surgery. However, we are unlikely to be able to offer any further booster vaccination clinics here at the health centre until the winter months

Most clinics for booster vaccinations are now available as walk-in appointments at various places throughout Bolton, an appointment is not needed.

Each week the list of places and times does change so please either contact us so we can let you know where is available, or you can go online at www.boltonccg.nhs.uk, and on the home page there is a link to the latest vaccination sites. This does get updated every week, so please check before you decide to attend that there is a clinic at your preferred site.

Are you on a hospital waiting list?



The website, [My Planned Care](http://www.myplannedcare.nhs.uk), (www.myplannedcare.nhs.uk) supports people waiting for a hospital appointment, operation or treatment, and can provide support and advice to patients while they wait. It also includes access to average waiting times and their hospital and other useful advice and local services.

Patients can check the website of their allocated hospital for any information they may need before contact their hospital or GP practice. The website covers hospitals across the country, as not all patients are referred locally.

The site is easy to use and is updated weekly with other advice such as how to manage pain, looking after mental health, accessing financial help and other support services. The site can also help people prepare for their appointment or operation, including practical suggestions about how to manage symptoms and help prevent them from getting worse.

CCTV for the Health Centre Car Park

Unfortunately, there has been rise in the number of incidents on the health centre car park, usually between patients attending for appointments and parents that use the car park to drop off/collect their children from school.

There have been occasions where cars have been damaged, and patients and staff have been threatened or had cars drive at them. In the past we have had no facility to view any incidents that have happened, and we have had no information to help with anything that might have occurred.

We have now had CCTV installed around the health centre, which will hopefully help with the safety and security of our staff and patients. Whilst we cannot be held responsible for any loss or damage to vehicles being using the car park, having the CCTV on the premises will hopefully deter/prevent any issues from occurring.



SOCIAL MEDIA



Our Practice now has a Facebook page available to join, where we will be able to post information about what is happening at the Surgery, and information that patients may find useful. The group page is Drs Liversedge, Wong, Yoxall and Peddie.

Please note that this page is primarily to provide information to patients and is not a formal way of contacting the Practice with any queries you may have as a patient.

It has been noted recently that several patients are contacting staff members directly via social media platforms in order to request medications, appointments and other services. For patient confidentiality and safety, we would ask that patients only contact the Surgery directly for any issues or queries that they may have. It is not appropriate for patients to contact staff personally when they may be on annual leave, sick leave or just being with their families in the evenings and at weekends.

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 via your chosen app if you have registered for online services. Please let reception know if you have not signed up for this, but would like to.

Inspected and rated

Outstanding 

