

**SUMMER NEWSLETTER MAY 2019**

**USEFUL INFORMATION FOR PATIENTS**

**We are an Electronic Prescription/EPS practice.**

This means all your prescriptions can be sent directly to a pharmacy of your choice, please ask reception for further details on how to register.

**You can pre-book appointments up to 6 weeks in advance.**

We recommend you book any follow up appointments with the Dr or practice nurse in advance to ensure you are seen when you need to be.

**The Surgery is set up for online services.**

You can now book/cancel and amend appointments online; by registering to use our online services from your mobile phone or home PC you can also request repeat medications and have access to your medical records. Please speak to a receptionist to register today.



**Evening and Weekend appointments**

Patients of Shakespeare Surgery have access to the extended access HUB, this service provides patients with appointments up until 8pm Monday – Friday and until 4pm at weekends, and there are various locations these clinics are held, including Ashton, Pemberton, Winstanley and Shevington. You can pre-book appointments to see a Dr, Nurse or ANP (advance nurse practitioner by calling 01942 482848 between 8am & 8pm. This service is fantastic for patients that work during normal surgery opening times giving access to late and weekend appointments!

**Happy with the service we provide?**

If you are happy with our services, why not leave us a review on the NHS choices website [www.nhs.uk](http://www.nhs.uk)

We would love to hear your feedback.

However if there is something we can improve upon again please let us know, our practice manager would be more than happy to discuss, we are always looking for patient feedback on ways we can improve our services. Contact Lyndsey Jones 01942 481 531

**Appointments**

At the practice we will do our best to accommodate your appointment needs. Patients have access to

* Pre-bookable appointments with a Dr or Nurse
* Pre-bookable appointments with the Health Care Assistant
* Telephone appointments where suitable.
* Urgent and emergency appointments with the SWAN acute care access HUB at Chandler House.

To help us help you, please ensure you cancel any appointments you no longer require, this allows us to offer your appointment to another patient.

Use the text messaging service to cancel when you receive your appointment reminder, if you no longer need it just simply respond to the text CANCEL.

**Keep us up to date**

Please provide us with your up to date information, this ensures we are able to contact you and send you text reminders for your appointments.

**Minor Ailments at your local pharmacy**

Did you know if you are suffering from a minor ailment such as cough, cold, hay fever, cold sores or head lice etc you can get advice and treatment from your local pharmacy.

**Upcoming dates**

**Young Carers Awareness day –** 31st January 2019 raising awareness for the work these young carers do helping to look after or support a family member or friend

**World Cancer Day** – 4th February 2019 this is a global recognised event that helps raise awareness of Cancer and how to detect, prevent and treat it.

**Time to talk Mental Health** – 7th February 2019. Don’t suffer in silence, come and talk we can help.

**National Stop Smoking day** 13th March 2019 – if you like help to quit smoking please book an appointment to see our Health Trainer to help you through the process.

**Sepsis Awareness**

All practice staff will be attending sepsis awareness training over the next few months. This will enable our frontline staff and GPs be more aware of the signs and symptoms. If you are unsure ask the question:

“Could it be sepsis?”

**Screening Programs**

The practice offers health reviews and screenings to ensure our patients remain fit and well**,** this also helps us to prevent and detect any underlying issues. If you are invited for any of the following please ensure you attend your appointments or use the kits provided.

* NHS Health Checks
* Cervical Screening (women only)
* Bowel Cancer Screening
* Breast Screening

Your health and wellbeing is important to us!



**Working with our community**

**Dementia Friends** – Shakespeare Surgery supports patients with dementia and learning difficulties and has undertaken training to become a dementia friendly practice.

**District Nurses, Health Visitors and School Nurses.** We have a dedicated team who service and look after residents in the local area. They provide a wealth of knowledge and expertise.

**Infection prevention and control**- staff have received training to prevent the spread of diseases and germs, by using basic techniques of hygiene and hand washing techniques.

**Basic Life Support** – All staff receive annual training for CPR and use of the defibrillator.

**Join Our PPG**

We value our patients opinions so please join our patient participation group and let us know how we can improve our services, share ideas you have to improve what we do and what we can offer to patients.

**Surgery General Information**

Practice Opening Times

Monday – Friday 8.30am – 6.30pm\*

\*please note on Wednesdays the practice is closed from 1pm, however you can still collect prescriptions or access a GP and arrange pre-bookable appointments in Chandler House.

Complaints – please address any complaints to our Practice Manager – Mrs Lyndsey Jones

You may also approach the following for any help and advice:

**PALS** (patient advice and liaison service – 01942 822376

**NHS England** 0300 311 2233 or england.contactus@nhs.net

**CQC Care Quality Commission** 03000 616161

We hope that if you have a problem you will use our practice complaints procedure by contacting us directly. We believe this will give us the opportunity to put right whatever has gone wrong and improve our practice. However if you are still not satisfied with the outcome of your complaint hopefully the other services can help you.

**Closing note from our Practice Manager:**

Thank you for taking the time to read our newsletter, I hope it has provided you with useful information, if there is anything you would like to be added in the next addition please feel free to send me your suggestions for consideration.

Thanks on behalf of all the staff at Shakespeare Surgery.

Lyndsey Jones, Practice Manager

