

Wrenbury Medical Centre

Newsletter – Summer 2011

Dr G J Davenport

Dr Davenport continues to work at least 2 days a week in the practice because of his national commitment with osteoporosis and musculoskeletal medicine.

G P Registrar

Dr Rehaan Shah has completed his Registrar course.

Staff Changes

Debra Mason, practice nurse, joined our nursing team last in September.

Name Change

Please note that Dr Oberoi now wishes to be known by her married name of Dr Saggar. Her full Dr's name is Dr Namrata Oberoi Saggar.

Flu Day

The annual open flu vaccination clinic will be on **WEDNESDAY 12TH OCTOBER 2011** this year. Flu vaccinations are offered to all patients over 65 and also patients who come within the “at risk” categories. All these groups will be sent an invitation letter to come to this clinic. If you don't receive a letter and consider that you are in one of these categories please contact Karen, our nurse practitioner, **before** the clinic day.

This year we can only offer the vaccination to patients who have been sent a letter to ensure that patients at risk are prioritized. Letters will be sent out at the beginning of September.

Dispensary

The dispensary is **closed** at lunch-time **from 1:00 pm until 2:00 pm** and the dispensary phone line is put on voicemail. **(Please note that no messages are taken on this number)**. The direct line to the dispensary is **01270 782108**. This is solely for ordering repeat prescriptions or prescription queries. If you have a repeat prescription slip we have a post box to the right of our pharmacy window. There is also a list displayed advising when the prescription will be ready. **Please allow 48 hours for your prescription request to be processed.**

We are getting more and more “on the day” requests everyday, especially on a Friday and this puts the dispensary under added pressure to complete all the scripts before the weekend (especially around Bank Holidays).

You can order your repeat prescriptions directly by going to the **surgery website** at **wrenburymedicalcentre.co.uk** and follow the instructions shown. This is the secure method to protect your personal details. You can also use the email address as before **wc-pct.wrenbury-repeatscripts@nhs.net** This is not as secure as the website.

Patients on **Warfarin** should remember to bring in their **yellow books** when ordering their medication.

We now issue **Nomad** packs to any patients who feel that they would benefit from this service. For more information please speak to one of the dispensers.

We also offer the home delivery service for patients who are unable to get to the surgery to collect their prescriptions.

Physiotherapy Service

The physiotherapy clinic is held at the surgery. Alex (female) has recently joined us and works Thursday and Friday mornings at present and will be here all day on a Monday from September. Patients are referred by the doctor and the appointments are made direct by the physiotherapists. They have a direct line which does record messages but they are only picked up on the clinic days. Under recent directives patients will not be referred for physiotherapy at Leighton but the physiotherapy service here at the surgery will continue. Patients can also be seen at the Tarporley Hospital physiotherapy department if they prefer. Alex is also one of the physiotherapists at Tarporley.

Implant Clinic – Dr Namrata Oberoi Saggar

Contraceptive Implants

We are now offering a new contraceptive service for women. Dr Saggar will be fitting contraceptive implants at the surgery, saving patients the inconvenience of having to travel to the Family Planning Clinic.

Once in place, the implant will provide effective contraception for three years (but can be removed sooner if required).

Further information about the implant is available at the surgery.

If you are interested in having an implant fitted please contact Dr Saggar.

Protocol for Pregnant Ladies

Newly pregnant ladies are given a flyer and are asked to telephone the midwives based at Leighton Hospital for their first antenatal appointment here at Wrenbury Medical Centre which is for an hour. Jane Holman is the midwife who attends here and runs a clinic every alternate Tuesday afternoon.

Procedure after steroid injections

There is information available at reception outlining the procedure after having a steroid injection.

Podiatry Service

The podiatry clinic is now held only at the Nantwich clinic. Appointments are arranged via Church View Primary Care Centre in Nantwich. However, you can self refer using forms which can be obtained from the surgery (if you fit the criteria) or by booking an appointment to see either one of our nurses or doctors who would arrange a referral for you.

Baby Clinic

Wrenbury Well Baby Open Advice clinics are changing. From June 2011 the well baby clinic will be offered on the 2nd and 4th Tuesday of each month from 09.30 to 11.00 hrs. The first date is 14th June then 28th June and so on.

Immunisation Clinic

The child immunisation clinic is held on Wednesday mornings from 11.00 am - 12.00 Jo-Anne Walley the Practice Nurse runs this clinic. Appointments are sent out by the Health Authority now based at Chester.

Counsellor

We now have a Counsellor Jo Breese who has a clinic on Tuesdays (from 21st June until end of October) between 9:00 am and 3.00 pm. Patients are referred by the doctor on an appointment only basis.

Doctors Appointments

We would like to make patients aware that patients are allocated a 10 minute slot for each appointment with the doctor. Please could you inform the receptionist when making the appointment if you think you will need a longer appointment time. Also if you cannot attend an appointment for whatever reason, please ring the surgery to cancel your appointment to enable someone else to attend the surgery. There have been quite a few “missed” appointments recently and these could have been used by other patients.

Hospital Appointments

Leighton hospital has informed the surgery that there is a marked increase in patients not attending their outpatient’s appointment. If you are unable to keep the appointment at the hospital please remember to ring the appointments line on **01270 273465** to re-arrange a new appointment or to cancel.

Quality Outcome Framework (QOF)

The surgery is required to meet quality care standards throughout the year and we have been fortunate to have received maximum points over the last four years.

Patient Focus Group.

The patient focus group is still meeting on a regular basis. The members of the group would like all patients to have their contact details so any problems or queries can be addressed.

If anyone is interested in joining the group then please contact one of the members.

Mary Latham	01270 780573	Emma Wright	
Bunty Green	01270 780068	Sheila Humphreys	01270 780519
Joyce Williams	01948 664479	Rosamund High	01270 780771

National Summary Care Records

All patients will have received a letter from the PCT regarding summary care records in 2010. We are introducing National Summary Care Records to improve the safety and quality of patient care. The National Summary Care Record is an electronic record which will give healthcare staff faster, easier access to essential information about you, to help provide you with safe treatment when you need care in an emergency or when your GP practice is closed. If you would like to opt out of the scheme a form can be obtained by calling 0845 6038510 or from the surgery. You then need to bring/post the completed form to the surgery so that your records can be updated.

Cheshire Health Care Record

The Cheshire Health Record is a system designed to enable authorised doctors, nurses and other healthcare professionals to access a summary of your GP patient record. This could happen in hospital or unplanned care settings such as Out of Hours centres.

Wrenbury Surgery Appeal Committee Fund

We would like to thank everyone for their kind donations to the surgery fund. This has enabled us to purchase many items of new equipment.

Lost Property box

We have a collection of lost property left at the surgery – please ask if you wish to have a look through it if you have lost any item. There are various hats, gloves, scarves, child's cardigan, etc.

Debit Card Machine

We are in the process of installing a debit card payment machine in the surgery to provide a more up to date option to pay for prescriptions etc. This will be available within the next few weeks.

Osteoporosis I Pad

The Practice is involved in a research study with The Royal National Orthopaedic Hospital, Stanmore. We are piloting a novel touch screen i-Pad which allows you to calculate your osteoporosis risk by completing a simple questionnaire. Depending on the results, you may be recommended to see the Doctor or Practice Nurse for a further assessment.

Please use the questionnaire and we welcome any comments about its ease of use or suggested improvements.

If this study is successful then it may become a feature of GP waiting rooms throughout the UK.