

Wrenbury Medical Centre

Newsletter – November 2010

G P Registrar

We are very privileged that our practice is recognized as a vocational training practice. This means that we have working with us a doctor from the hospital service who is attached to the practice for up to a year to complete his/her training for general practice. Dr Rehaan Shah has rejoined the practice for 12 months from August 2010.

Staff Changes

Heather Husband has now started her training as a dispenser.

We also welcome Debra Mason to our nursing team. Debra is also currently working on the Surgical Wards at Leighton Hospital. She will be normally working one day a week at the surgery but will provide holiday cover at other times. She is able to perform various nursing duties such as dressings, immunisations and health checks. Please make an appointment at reception if you wish to see Debra, Jo-Anne or any member of the nursing team.

Evening and Saturday service

If you need an appointment to see a Doctor outside normal surgery hours there is an evening and weekend service available. Appointments are bookable up to two weeks in advance and patients will be offered urgent appointments within 48hrs. Appointments will be 10 min slots. Patients are able to ring to book an appointment on 01244 385422 between 8:00 am-6:00 pm. The service is provided by local GPs and Practice Nurses, many of whom may already work for the Out of Hours service.

The clinics operate between:

6:30pm-8:00pm Monday to Friday

10:00am-12:00noon Saturdays

The clinics will operate from:

St Martin's clinic, Chester

Ellesmere Port Hospital

Helsby health centre (Mon-Tue only)

The Rookery, Tattenhall (Wed-Sat only)

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.

You can order your repeat prescriptions by email. The e-mail address is repeatscripts@nhs.net You can also order directly by going to the surgery website wrenburymedicalcentre.co.uk and follow the instructions shown.

Dispensary – Repeat Medication

Many of you will have noticed that your repeat medication has been changed recently. Unfortunately, the NHS, like the rest of the UK, has been severely affected by the recession. The Cheshire West Primary Care Trust has had a budget reduction of nearly £1,500,000 and our practice was overspent by nearly £88,000 on our prescribing budget. Therefore we have to try and make savings by reducing our prescribing costs substantially both immediately and in the long term. Our plan is to reduce our prescribing costs by £78,000 over the next year and therefore we are changing patients’ medication to drugs that are equally efficacious but more cost-effective. For instance, we have already made savings of over £8,000 by switching brands of statins, drugs used for lowering cholesterol. We apologise for any inconvenience caused by these switches in medication and if you have any queries, please speak to our dispensers or one of the doctors.

Patients who have medical exemption or prepayment certificates should bring them in each time they collect their prescriptions to show to the dispensers. There are now extra medical exemptions included.

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. The clinics are on Monday mornings and all day Thursday and are run by Jill Day and Peter Oliver. Patients are referred by the doctor and the appointments are made direct by Jill and Peter. They have a direct line which does record messages but they are only picked up on the clinic days.

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 or by booking an appointment to see either one of our nurses or doctors who would arrange a referral for you.

Child Clinic – Health Visitor

Our Health visitor Caroline Gudgion now runs an open advice clinic every 4th Wednesday from 9.30 am – 11.00 am - no appointment is needed if you wish to attend. Caroline can be contacted on: **01270 780210**.

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 an in-house Counsellor Jo Breese who has a clinic on Thursday mornings between 9:00 am and 12:00 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 for 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 three 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. We would like to welcome Emma Wright as a new member on to the Patient Focus Group.

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

Summary Care Records

All patients will be receiving a letter from the PCT regarding summary care records towards the end of March 2010. Summary care records provides benefits for both patients and doctors by giving easier, faster access to patient information in order to provide more effective treatment to patients. If after receiving this letter you would like to opt out of the scheme a form can be obtained by calling 0845 6038510 or from the surgery. Patients will then need to bring/post the completed form to the surgery so that their records can be updated.

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 eg:-

ECG Machine	Pulse Oximeters
Pocket ECG	Emergency case
Laryngoscope	Stethoscope
Foetal monitor	Glucose meters
Dopplers	Cryoservice dewar
Spirometer	Centrifuge
Water cooler	Nebulizers
Ultrasound Scanner	Examination couch for training
Eneuresis alarm	
B.P. machines & cuffs	Baby scales & bag
Resuscitation kit	Defibrillator
Ward screen	Ear syringe
Microscope	Carbon Monoxide meters
Diagnostic sets	Body fat calliper
Scales	Airways
Surgical instruments	Nitrous oxide case
Books for patient use	Tympanic thermometer