

Drs. Liversedge, McCurdie, Wong and Yoxall

Practice Matters

April 2018

We say goodbye to Sue White..



It is with great sadness that we have had to say goodbye to Susan White, who has been our Practice Nurse here for 18 years.

Sue joined our Practice on 1st April 2000 and a lot of our patients have got to know Sue very well. We will all be very sad to see her leave, but I am sure that all our patients and staff will wish her the very best for her retirement.

Our other Practice Nurses Gill Slater and Joy Roscoe, assisted by Sue Swanick, will continue to care for our patients. You can make appointments with any of the Nurses in the usual way.

Welcome to Joy Roscoe

We would all like to welcome our new Practice Nurse, Joy Roscoe, who has joined us from Pikes Lane Surgery.

Joy can carry out the same appointments as Gill Slater, apart from cervical smear tests at the moment, but she will be able to do this very soon. She will be carrying out long term conditions health checks, holiday immunisations and baby vaccines.

At the moment, Joy's clinics are held all day on a Tuesday, Thursday afternoon and Friday morning. Please let reception know if you would like to book an appointment with Joy.



Dr Liversedge's Clinic

Some of our patients will already be aware that Dr Liversedge has now reduced his surgeries to Monday mornings only. As a result of this, availability for appointments with Dr Liversedge is now quite limited, and it may be some time before you are able to get the appointment of your choice with him. We apologise if this is the case, but suggest that you may wish to think about seeing another Doctor who has more availability.

Test results

If you are awaiting test results, depending on the type of test you have had, this could take anywhere from a few days to a few weeks. You will usually be told at the time of your test how long you can be expected to wait for the result.

We would like to remind our patients that reception staff are not clinically trained to read and interpret test results, and specific information cannot be given out to patients to prevent any errors. We can print out your results for you to take away and read, or arrange a routine appointment for you to discuss these with a Doctor.



Annual Health Checks for long term conditions



If you have been diagnosed with any of the following:

- Asthma
- Atrial fibrillation
- COPD
- Dementia
- Diabetes
- Heart failure
- Rheumatoid arthritis
- Any long term mental health condition

you will already be offered an annual health check with one of our Practice Nurses. Depending on what you are being treated for, the nurse can monitor your current health and medication, and can offer advice and support to ensure you are receiving the best care for your condition.

We have now decided to introduce health checks annually for each patient to take place **in the month in which they were born**. We are hoping that this can help spread the health checks evenly throughout the year, and patients can easily remember when they were last seen and when to make an appointment in the future. As we are able to offer appointments up to 12 weeks in advance, if you know your health check is due, please contact us to arrange your appointment with the Practice Nurse. If you have more than one condition, please let us know so we can make sure you are given the correct amount of time for your review to be carried out.

You may be asked to attend for your next annual check before a full year has passed, but this is to ensure that each patient is seen at the correct time going forward into the next year. Obviously if you have any concerns regarding any aspect of your health, you can arrange an appointment at any time.

New Patients

We have recently welcomed a large number of new patients who have chosen to register with us from different surgeries.

As we become an increasingly busy practice, and the demand for Doctor and Nurse appointments increases, we would ask all our patients to make sure you attend for any appointments you have booked. If you are unable to attend for any reason, please let us know as soon as possible so your appointment can be given to someone else. If you have registered for MyGP, Evergreen Life or one of the other apps available, you can also cancel via the app, or from the text reminder sent to you.



Would you like some help to stop smoking?



There are several free, local stop smoking services available if you have decided to give up smoking and would like some help to quit. The service provides professionals to give advice, support and encouragement to help you stop for good.

As well as seeking help from our Nurses, there are several pharmacies that offer this service, you don't need an appointment and can get stop smoking medicines and aids for the cost of the prescription.

The nearest pharmacies to our Practice that can provide this help and advice are Cohen's Chemist at Water's Meeting Road (behind McDonald's) or Lloyd's Pharmacy on Blackburn Road, near the traffic lights for the crossroads. A list of other participating pharmacies are available, please speak to Reception staff who can provide you with the information.

Are you going on holiday?



Are you travelling abroad this year where you think you might need vaccinations?

If you are unsure about what vaccinations you may or may not need, we would ask you to call into surgery to fill in a travel questionnaire. We will then make you a telephone appointment with the Practice Nurse who will check your current immunisations and call you back to advise what is needed.

We ask that you arrange for any vaccinations at least 6 weeks before you travel, as some vaccines take several weeks to provide protection, or may require a course of treatment. Please note, not all vaccinations are available on the NHS. If you require a vaccination that is not available via the Practice, we will advise you to contact a travel clinic of your choice where there may be a charge for what is needed. We cannot advise on cost, you will need to check this with the travel clinic as this may vary.

If you need to come to Surgery for vaccinations, the nurse appointment is for 30 minutes per person, so it will not always be possible to fit patients in at short notice. If you cannot attend for a travel vaccination appointment you have booked, please let us know as soon as possible as three other patients could be offered appointments in this time.

Have we tried to contact you?

There are occasions when we need to contact our patients, especially if they have a long term illness and need to attend for a regular check up. You may be having investigations such as blood tests or x-rays, and the Doctor would like to contact you to discuss the results of this further. It is important that we hold the correct contact details for you, and your children, so we can contact you wherever necessary.



We often contact our patients to offer annual health reviews or immunisations (such as the flu vaccine in winter) and we sometimes have to leave a message or send a text asking for a call back whenever you are available. It is extremely helpful if you can get back to us, even if you are letting us know you do not wish to attend for the offered appointment. If we know that you do not want to come to the Surgery, we can note your records and avoid contacting you further. This will then free up more time for reception staff who can work on other areas.

Upcoming Events

To celebrate the Royal Wedding of Prince Harry to Meghan Markle, we will be holding a 'Right Royal Tea Party' to raise money for Bolton Hospice. We will have cakes and treats available for sale, so please feel free to call in for a cake or just to make a donation if you haven't got a sweet tooth!

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