**MOORSIDE MEDICAL PRACTICE**

**DR K KAUR**

**SPRING AND SUMMER**

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**NEWSLETTER 2017**

**LATEST NEWS UPDATE**

**Surgery POD**

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Our surgery POD is up and running. The surgery POD is to be used by all patients to check blood pressure, height, weight, smoking status and alcohol consumption. Your records will be updated with the information and will be recorded onto your records ready for the clinical staff to see before your appointment. We will be asking all patients with an appointment to step into the POD and update the information. The POD is a touch screen with easy to use instructions that takes you through each step. If you require any help in the POD please ask one of our reception staff who will be happy to help.

**Patient Access**

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Did you know that you can now book an appointment online?

* Quick and easy to use
* Avoid busy telephone lines
* Book or cancel an appointment even when the practice is closed
* Have a choice to suit your needs

Did you know that you can now order your repeat prescriptions online?

* Minimise your trips to the practice
* Avoid queues at the surgery
* Order even when the surgery is closed

Did you know that you can now view some of your medical records online?

All you have to do to sign up to this great, easy, time saving service is sign the “Consent for online access” form and hand it into reception along with some ID and you will be allocated a password, you then sign into patient.co.uk/access and follow the instructions.

 Alternatively go to the free Patient Access app on your mobile phone, PC or tablet “patient.co.uk/access” and register online.

This great 24 hour online service is very popular with the patients who have already signed up and the feedback has all been positive. This service works very well with the new Electronic Prescribing service (see below for details) Patient are happy with how easy it is to order prescriptions and with the choice of appointments now available online. Appointments are available with Dr Kaur, Dr Nelson and also our Advanced Practitioner Elaine who can see patients for all minor illness problems including sore throat, urine infections, coughs, colds, strains, sprains and other non-urgent problems. All the information is secure and only you and your GP surgery will be able to access it.

FILL IN THE FORM WHICH IS ATTACHED TO THIS NEWSLETTER OR ASK AT RECEPTION FOR MORE INFORMATION.

**Electronic Prescribing**

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Have you signed up with the pharmacy of your choice yet for the fantastic Electronic Prescribing service?

Electronic Prescribing cuts out the paper prescription and also cuts out you having to collect it from the practice then take it to the pharmacy to be made up, which sometimes includes a long wait. If you sign up to Electronic Prescribing you will request your medication in the same way you do now, by our new and easy online access (see the information above if you are not already using online access), by fax, or by putting your slip in the prescription box and 48 hours later it will be at your pharmacy of choice waiting for collection.

The service is free and easy and will save you time when collecting your repeat prescription, if you are not on any repeat medication you can still use the service and if upon a visit to see the doctor you need a prescription the prescription will be sent automatically to your pharmacy of choice and will be waiting for you when you get there.

*Talk to your pharmacy of choice today about Electronic Prescribing.*

**7 Day GP Service Is Here**

![C:\Users\Karen Arundell\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\1503IZK7\Fotolia_39146242_XS[1].jpg]()

GP appointments are now available at selected locations in Oldham from 6.30pm to 8.30pm and also 10.00am to 2.00pm Saturday and Sunday.

Anyone who is registered with a GP in Oldham can access this service and will be able to choose from the appointments available across the borough. Please note that this is not a walk in service it is by appointment only and means that if appointments at the surgery are not suitable to fit in with your day then you can ring 0161 934 2827. Pick up a leaflet at reception for further information.

**Staff Retirement**

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The practice said a sad goodbye to our practice nurse Anne Pearson on the 31st March. Anne has retired after 25 years with the practice and said she is going put her feet up and relax. Anne will be missed by both staff and patients and we wish her all the best.

**New Staff**

![C:\Users\Karen Arundell\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\YY8RH4NY\m nurse-nurse20stick201[1].jpg]()

Following in Anne’s footsteps will be Karen Hall a fully qualified practice nurse with over 8 years practice nursing experience. Karen joined us in April and will be available for appointments on Tuesdays and Fridays. Karen will be looking after all our Asthma patients, COPD patients, Diabetes patients, baby clinics, travel vaccination clinics, cervical smear clinics and will be performing many other nursing duties. We wish Karen all the best and hope she will be happy working alongside the practice team.

**Are You Going On Holiday This Year?**

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Don’t forget your travel vaccinations if you are going on holiday this year. Ask at reception for a travel vaccination questionnaire, complete it and pop it back to us. Karen our practice nurse will then have a look at your medical records and ring you with an appointment date and time if you need any vaccinations. Please allow at least 8 weeks before your travel date.

**Carers Information**

![palliative_care[1]]()

Are you a Carer? Do you look after someone? We have a Carer Lead within the practice who will be able to help you with any queries you may have. The practice has a carers notice board and a carers pack situated on the upper floor of the health centre for any carer to have a look at. The pack and the information contain the contact details of the local carers group.

PLEASE LET ONE OF OUR RECEPTIONIST KNOW IF YOU ARE A CARER SO WE CAN UPDATE YOUR RECORDS AND ENSURE YOU HAVE A HEALTHCHECK.

**Is Your A&E Visit Really Necessary?**

![1272529201[1]]()

A&E are under pressure as you have most likely heard on the news. Please think before attending A&E as the service is there for Accidents and Emergencies only. Could your problem be dealt with at the pharmacy? At the doctors? At the Walk In Centre? At the out of hours service? These other services deal with many ailments: strains, sprains, cuts, infections, acute problems such as sore throats, high temp, rashes, lumps and bumps. Please help us to help your NHS services and think do you need to access the **EMERGENCY SERVICES.**

For the out of hours service ring the practice number and you will be redirected or given the out of hours number 111 they will assess your illness or problem and advise you further, this

may be an appointment with Go To Doc, advised to attend A&E, verbal information and self-help or advised to attend the walk in service (situated in the ICC building Oldham) which is also available for non-emergencies between 6.30pm to8.30pm weekdays and 8.00am to 8.00pm weekends without appointment.

**Our New Mind Service**

![anxiety-and-nutrition[1]]()

Feeling stressed, anxious, overwhelmed or fed up?

Need to talk to someone?

Why not book to see Anton here at the surgery. You can talk to someone who will listen, feel safe and be in a confidential space. Anton will give you the options available to help you manage and cope, he can also help you access other local services. Appointments are available to book, just ask any of the staff here at Moorside Medical if you can have an appointment with Anton. You can also ring the MIND service for further information or if you are unsure if the service will help you on 0161 330 9223.

PLEASE NOTE: When you are booking an appointment here at the surgery the reception staff will ask you what the problem is that you are coming with. Please be assured that this is under instruction from the doctor and is only so they can direct you to the clinician who can deal with you and your problem or illness, it may also help you to be seen quicker as you may not always need to see the doctor. We have a very highly trained Advanced Practitioner working at the surgery who can see patients for a wide range of problems and illnesses, she can refere you to secondary care and can also prescribe. If you have any concerns please ask to speak to Debra your Practice Manager.

**Patient Group Members Wanted!!**

![MC900334236[1]]()

The group is very informal and friendly. They meet about 3 to 4 times a year along with the practice manager Debra, the Doctor and staff.

The aim of the group is to help the practice to achieve good clinical and patient care at all times. The group will be informed of new services in the area and the development of the practice services along with assisting in annual practice surveys and action planning as a result of the surveys.

The group is not an opportunity to discuss personal issues but to improve on services for patients.

Please contact the Practice Manager Debra Pryce if you wish to discuss the aims of the group further before joining.

*Please complete the slip and hand it into reception if you wish to be part of our group.*

*>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>*

**Please give your name and contact number below and we will contact you with information about the next meeting.**

**NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**CONTACT NUMBER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**