



Warwick Square Group Practice Newsletter

ISSUE 16

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New Staff -

We have 2 new Practice Nurses; Diane and Joanne. Diane will be working 2 days per week; Tuesdays & Thursdays. She has been a practice nurse for many years and is very experienced especially in Asthma & COPD. Joanne will also work 2 days per week; Wednesdays & Fridays. She is also a very experienced nurse and specialises in Diabetes.

We also have a new Advanced Nurse practitioner, Emma. She commenced her position 16 April 2018. Emma is from Dumfries Hospital where she worked as a practitioner. As she has just started her new role in Primary Care we are easing her in with fewer & longer appointments. Receptionists will ask you an idea of your problem should you ring for an appointment; this is so they can get you booked in with the most relevant clinician.

Clinics -

As we were short of GPs on a Monday & Tuesday; following an "access audit" we have commenced telephone triage on these days. If your condition is urgent and you require an appointment for that day you will be added to the GPs telephone triage list. The GP will triage your condition over the telephone and if they decide you need to be seen the GP will make an appointment for you. There will be occasions, dependent on your condition, whereby the receptionist will ring you back to make that appointment without the GP ringing you first.

Make sure you let us know if you cannot attend; there were 121 appointments in July that patients did not attend—these could have been used for someone else.

Please note - a lot of minor illnesses can be dealt with at the pharmacy. You can walk in and speak to a pharmacist about your condition without having to make an appointment

GDPR (General Data Protection Regulation)

Warwick Square Group Practice has a legal duty to explain how we use any personal information we collect about you, as a registered patient at the practice. Staff at this practice maintain records about your health and the treatment you receive in electronic and paper format.

A full copy of the privacy policy is available on our website and also in the surgery.

Extended access—commencing 1st October 2018

What is the CHoC Extended Access Service (CHEA)?

The CHoC Extended Access Service (CHEA) provides evening and weekend pre-bookable routine appointments with GPs, Nurses and Pharmacists. The service is available in North Cumbria, which makes it easier for you to get a routine appointment at a time that suits you.

The NHS 111 and the CHoC Out of Hours service is still available for unplanned primary health care needs.

When are these appointments available?

Appointments are available from 6.30pm on weekday evenings and from 8am on week-ends.

What can I be seen for?

A CHEA appointment is just like an appointment at your own GP practice; they are for routine primary care health needs.

Will I see my own GP and/or nurse?

You will be seen by experienced GPs, Nurses and Pharmacists but it is unlikely you will be seen by your own GP or Practice Nurse. If you would prefer to see your usual GP or Practice Nurse, please book an appointment directly with them during normal practice hours.

How do I book a CHoC Extended Access appointment?

You can request a CHEA appointment via your GP surgery.

If urgent care is required outside your GP's usual opening hours, please call 111. If your need is life threatening, please call 999 or go immediately to the nearest A&E Department.

Reduction of certain medications

We are working hard on reducing certain medications to benefit patients health. You may receive correspondence if you are taking certain drugs, for example sleeping pills. If you wish to commence any reduction yourself please make sure you discuss this with our pharmacist or GP before doing so, so that they can personalise a reduction plan for you.

Success Story.....

We have been asked to share this story with you by one of our patients.

The patient was on Dosulepin for many years to help with Migraine. A reduction plan was commenced in August 2017 as it is not good to be on these drugs long term; they are only usually effective short term. The reduction was completed in April 2018.

"Thank you for having the guts to approach me and persevere when it got tough. I cannot believe how much better I feel - clearer mind, improved concentration and memory. I want other patients like me to have the confidence to see it through as its changed my life!"

Private Prescriptions

Diazepam for flying - £15.00 GP fee plus prescription fee (dependent on chemist)

Postponement of menstruation - £15.00 GP fee plus prescription fee (dependent on chemist)

First aid on holiday – firstly seek advice from pharmacy for minor illness medication. If the item is only available on prescription £15.00 GP fee plus prescription fee (dependent on chemist)

Hayfever and other over the counter medications – seek advice from pharmacy.

Travel Vaccinations – Please complete travel questionnaire on our website and you will be contacted by the Practice Nurse to discuss travel vaccinations.

Dates for your calendar

The practice closes once a month for an afternoon for staff training (protected learning time) Please note the following dates:

Wednesday 10th October 2018 1.00pm - 6.30pm

Wednesday 14th November 2018 1.00pm—6.30pm

**Please call NHS 111 if you
have a medical emergency at these**



Flu Clinics

**UNDER 65yrs; Walk in flu clinic Thursday 4 October 2018
4.00pm – 8.00pm Grosvenor House Surgery**

ALL AGES;

Thursday 11 October 2018 4.00pm – 8.00pm Grosvenor House Surgery;
appointment required

Thursday 8 November 2018 2.00pm – 6.00pm Grosvenor House Surgery;
appointment required