



Warwick Square Group Practice Newsletter

ISSUE 14

SUMMER 17

NEWS

Dr Wigmore

Practice In-formation

Travel Vaccinations

Minor Ailment Scheme

Missed Appointments

Patient Online Access

Hay Fever

Stay Safe In The Sun

Upcoming Dates

Friends and Family

Dr Wigmore

Following a lengthy sick leave Dr Wigmore will be officially retiring on Thursday 1st June 2017.

Patients currently registered with Dr Wigmore will remain registered with the practice and your allocated GP will be Dr. R. Voysey, However you can see any GP of your choice.

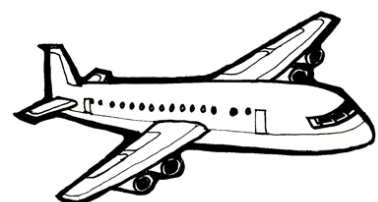
Dr. R. Voysey works Wednesday, Thursday and Friday.

Travel Vaccinations

If you require vaccinations before you travel it is important to make an initial appointment as early as possible - at least 8 weeks before you travel with the Practice Nurse. On occasions vaccines have to be ordered as they are not a stock vaccine.

Some travel vaccines are ordered on a private prescription and these incur a charge over and above the normal prescription charge. This is because some travel vaccination such as Rabies is not included in the services provided by the NHS and therefore is a chargeable service.

For further information on travel vaccines please visit our website at www.warwicksquaregrouppractice.co.uk and follow the link "travel information" where there is information about countries and a travel health questionnaire.



Minor ailment scheme

Pharmacies in Cumbria can now give free advice and treatment* on a range of minor health problems

You can attend your local pharmacy where you will be asked about your symptoms and any other medication you might be taking.

The minor ailments scheme covers a range of short term treatments such as;

Indigestion

Heartburn

Diarrhoea

Oral Thrush

Hay Fever

Acne

Eczema

Allergy's

Coughs and Colds

Cold Sores

Warts and Verruca's

Head lice

And many more...

If appropriate you will be supplied with medicine to treat your symptoms, however if more treatment is necessary or the condition is not covered by the scheme you may be referred back to your GP.

You do not need to book an appointment with the pharmacy's you can just pop in when you need to, and everything you say in the pharmacy is strictly confidential.

Pharmacies are able to offer free advice to everyone, so please remember to use your local pharmacy for help and guidance.

Also if you do not normally pay a prescription charge, pharmacies are able to provide you with advice and/or medicines for minor conditions free of charge.



Missed appointments

The number of missed appointments has increased significantly over the last few months. The well publicised pressure on the NHS is increasing and missed appointments is something that we are keen to avoid.

If you are not able to keep an appointment it is vital that you telephone the surgery to inform us that you will not be attending. This allows the appointment to be given to someone else.



Please also make sure that contact numbers are up to date.

Number of missed appointments in 2016 was 1443!

This adds up to 240 hours of lost appointment time.

122 missed appointments in February.

138 missed appointments in March.

79 missed appointments in April.

If you wish to cancel appointment please call on 01228 536561 or 01228 590818.

Patient Online Access

Alongside contacting the surgery by telephone, you can now use the internet or your smartphone to book appointments with a GP, request repeat prescriptions and view your medical records.



Being able to view your medical records online may be able to help you manage your medical conditions. It also means that you can access it from anywhere in the world should you require medical treatment abroad.

You will be given login details, so you will need to think of a password that is unique to you. This will ensure that only you are able to access your records, unless you choose to share your details with a family member or carer.

Forms to register for Patient Online Access are available at Grosvenor House reception, Morton Surgery reception and via our website

www.warwicksquaregrouppractice.co.uk

Please note you will need 2 forms of identification to be able to register for repeat prescription's and to view your medical records.

To register to book appointments ONLY you can visit our website at

www.warwicksquaregrouppractice.co.uk

Hay Fever

Hay fever is one of the most common allergic conditions.

It is estimated that there are more than 10 million people with hay fever in England.

Many cases of hay fever can be controlled using over-the-counter medication available from your pharmacist.

But if your symptoms are more troublesome it's worth speaking to your GP as you may require prescription medication



Stay safe in the sun

- Keep in mind the sun is strongest between 10 am and 4 pm.
- Wear a wide-brimmed hat and sunglasses.
- Keep very young children (6 months or less) out of the sun.
- Sunscreens need to be applied liberally and evenly over all exposed areas.
- Apply a sunscreen with a SPF of 15 or higher.
- For children, the SSA recommends sunscreen with an SPF 30 or higher.
- Apply sunscreen before going outdoors and reapply often.
- Reapply sunscreen after swimming, perspiring, and towelling off.



Dates for your calendar

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

Thursday 18th May 2017 1.00pm - 6.30pm

Wednesday 21st June 2017 1.00pm - 6.30pm

Thursday 20th July 2017 1.00pm - 6.30pm

Wednesday 20th September 2017 1.00pm - 6.30pm

Thursday 19th October 2017 1.00pm - 6.30pm

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

The practice will also be closed for the following bank holidays;

Monday 29th May 2017

Monday 28th August 2017

**The NHS Friends and Family Test**

How likely are you to recommend our GP practice to your friends and family if they needed care or treatment?

We would like to hear your feedback about your recent experiences of our service.

You can find our friends and family test cards in both reception areas at Grosvenor House and Morton Surgery. These cards can be posted into a box and are completely anonymous.

We welcome your honest feedback.

