

# STAY WELL THIS WINTER

## SOUTH PARK SURGERY ~ WINTER NEWSLETTER

**SURGERY OPENING HOURS:** 8.00am - 6.30pm Monday to Friday excluding Public / Bank holidays.  
**EXTENDED ACCESS SERVICE:** 6.30pm – 8.00pm Tuesday evenings excluding Public / Bank holidays.

**TRAINING & DEVELOPMENT CLOSURES:** The Practice will be closed for training from 1pm on:  
**5 February, 4 March, 19 March 2020.** We will reopen again at 5pm the same day. When the Practice is closed the Out of Hours Centre can be contacted on NHS 111 for **urgent** requests for medical advice, guidance & home visits. **Please ensure you order your prescription in good time ahead of these closures**, as requests for repeat prescriptions are **not** accepted over the telephone and normally take **2 full working days** to be processed to avoid mistakes.

**MISSED APPOINTMENTS: 2262 appointments were missed between 1 January – 31 December 2019.** As every missed appointment costs the local health economy **over £36.00**, this equated to more than **£81432** in wasted resources. Did you know that we offer a **text reminder service** to help improve our services and access by avoiding increased waiting times. As part of this service, Patients receive a text reminder on their mobile telephone approximately 24 hours prior to their appointment. Should you no longer need the appointment, please let us know as soon as possible as early cancellation will enable us to provide care to another Patient.

**Have you changed your mobile number?? Please ensure that we always have your most up-to-date contact details on your record, so that we can reach you and send you appointment reminders by text.**

**DID YOU KNOW...?** You can make a **routine appointment** by calling / visiting the Practice during normal opening hours OR by registering for our online booking facility. Please contact us **any time throughout the day** after 9.00am for these types of appointments, to help us to deal with requests for more urgent appointments first. We will accommodate a preference to see a particular GP wherever possible. **You can request an urgent appointment by calling our Reception Team after 8.00am. The Reception Team will ask for basic details of your symptoms and arrange for a member of our qualified Nursing Staff to call you back as quickly as possible each weekday between 8.00am – 2.00pm. Please remain available to take the Nurse's call.** We also offer some timed **telephone appointments** each morning & afternoon for certain medication reviews, minor queries or advice. Reception will take brief details/your contact number and arrange for a Doctor/Nurse to call you back.

**NEW STAFF:** We would like to welcome our **Practice Nurse: Kay Cummings** who joined us in November 2019.

**SEASONAL FLU VACCINATIONS** Our annual Seasonal Flu vaccination programme remains available to Patients until the **end of January 2020**. If you are over 65, or suffer from: Diabetes, Asthma, Chronic Lung Disease, Heart Disease, Liver / Kidney Disease, Compromised Immunity, Neurological Disease, or are Pregnant / a Carer, it is strongly recommended that you have a flu jab.  
Please also remember to ask if you need to have the shingles or pneumococcal vaccine.

**SELF-CARE:** Eastern Cheshire CCG's approach to self-care is part of an effort to encourage people to take the best possible care of themselves so they live healthier, happier lives and place less demand on hard-pressed services. For further information: <https://www.easterncheshireccg.nhs.uk/Your-Health/self-care.htm>  
**THINK PHARMACY MINOR AILMENTS SERVICE:** This service provides advice and treatment for some common health concerns from a convenient location, at a time to suit you the Patient without needing an appointment.

**DO YOU HAVE KNEE OR HIP PAIN?? ESCAPE-pain** is a group education and tailored exercise programme for people with chronic joint pain or osteoarthritis. The programme runs twice weekly for 6 weeks. After completing the 6-week programme, you should be able to: carry out normal activities, manage your symptoms, become more active, and continue to exercise. So if you are: ● over 45 years old ● have had knee and / or hip pain for at least 6 months ● independently mobile and able to carry out regular exercise ● and available to attend 2 exercise classes / week for 6 weeks then please ☎ 01270 685589, email: [EBHealthy@everybody.org.uk](mailto:EBHealthy@everybody.org.uk) or visit [www.everybody.org.uk](http://www.everybody.org.uk)

**PATIENT PARTICIPATION GROUP:** Our Group represents the Practice population. They have a Suggestion Box in Reception, which is available to put forward any suggestions you may have with regard to the delivery of our services.



Public Health  
England

**NHS**

# Taking **ANTIBIOTICS** when you don't need them puts you and your family at risk



Taking antibiotics encourages harmful bacteria that live inside you to become resistant. That means that antibiotics may not work when you really need them. This puts you and your family at risk of a more severe or longer illness.

**Take your doctor or nurse's advice when it comes to antibiotics.**

Keep  Working



## **ANTIBIOTICS DON'T WORK FOR**

Colds  
Flu  
Vomiting  
Most coughs  
Most ear infections  
Most sore throats  
Most diarrhoea  
Most cystitis

Ask your pharmacist  
for advice



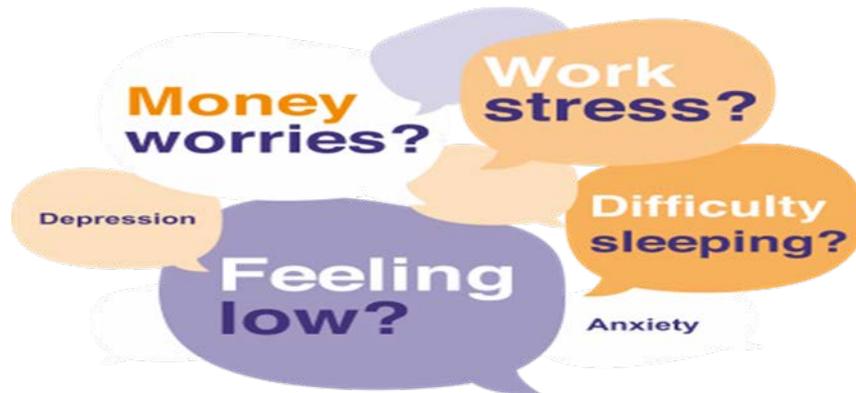
## **ANTIBIOTICS ARE NEEDED FOR**

Serious bacterial  
infections including:  
Pneumonia  
Urinary tract  
infections  
Sexually transmitted  
infections like gonorrhoea  
Sepsis  
Meningococcal meningitis

Take your  
doctor's advice



Eastern Cheshire CCG has commissioned a **Talking Therapies** service to support people with mild to moderate symptoms of stress, anxiety or depression. The service also helps people deal with underlying issues such as isolation and loneliness, money worries or relationship breakdown.



You can **SELF-REFER** into the service by calling ☎ 01625 469955 or alternatively visit their website: <https://www.mytalkingtherapies.com/>

They are open Monday – Friday 9:00am - 5:00pm.

- Once they have received your referral, you will normally be contacted within three days.
- They will check your details and tell you more about the service.
- They will then arrange your first appointment, typically within four to six weeks.

There is no need to see your GP first unless you wish to 😊