

Hello to everyone

Well firstly I would like to apologise that it has been so long since my last newsletter.

I had some major Surgery which necessitated me being away for a few months. It certainly gave me the opportunity to experience the patients side of the NHS and while not everything was ideal, the NHS still remains a great service that I feel we are very fortunate to have in this Country.

I am however very pleased to be back at work and would like to tell you about a few services that are now available at the Surgery.

#### THE EXTENDED HOURS SERVICE

The Surgery is now open on Monday and Thursday evenings from 6.30-8.45pm. This is for routine appointments only, it is not a walk in centre. You do not have to be a patient at this Surgery to book these appointments as data sharing agreements can allow the Doctors on duty to access your medical records in most cases. To book an extended hours appointments please telephone:

01244 382 422

#### DIRECT ACCESS TO PHYSIOTHERAPY

For certain conditions you can now book an appointment with a physiotherapist instead of a Doctor. To access this service you cannot have previously seen the Doctor with the problem. The physiotherapist can assess:

- Sprains& Strains
- Joint Arthritis
- Back Pain
- Neck Pain
- Trapped Nerves
- Whiplash

If you feel that it would be more appropriate to see a physiotherapist instead of a Doctor you can book an appointment at the Surgery. The Physiotherapy Clinics are held at Neston Surgery, Neston Medical Centre and Willaston Surgery

#### WELLBEING CO-ORDINATOR

The Wellbeing Coordinator (WBC) works with people aged 18+. Referrals are from the GP and though the practice staff or health and care teams The WBC Service is all about supporting people with long term health conditions to address social issues that are having a detrimental impact upon their lives. It is about helping people to self-managing their own health and wellbeing into the future by putting in place social action support to try to reduce and or remove the demand on GP/hospital services due to non-medical reasons. The WBC will take time getting to know the person, jointly

identify issues and develop action plans, offer information and support in lots of different ways and signpost onto other services.

#### PHARMACY FIRST

Many Pharmacists now give expert advice and treatment for many minor ailments that do not necessitate a Doctors appointment, these include **coughs, colds and sore throats, minor skin conditions and acne, athletes foot, Styes and minor eye infections, head lice, pain, including backache, cold sores, diarrhoea/constipation, colic, thrush**, so please pop into a main Pharmacy to see if they can help.

We hope these new services will be beneficial to many of you.

#### Surgery News

Dr Lesley Appleton is now on Maternity leave. She has had a beautiful baby boy. Congratulations to her and her family and we look forward to welcoming her back in January 2017! Her replacement for this period is Dr Shazia Wasim.

We welcome two new Registrars to the Surgery who will be with us for about a year. Dr Lieke Spee Horsu and Dr Sofia Dos Santos.

We had a problem with the telephones at the end of the year with many of you being cut off during the welcome message. We apologise for this and to all who were inconvenienced by it, we continue to monitor this and sincerely hope that this has now been resolved. Sometimes advances in technology can be very frustrating.

We have a new Chairperson for the Patient Participation Group (PPG), Peter Folwell. He is very enthusiastic about the Surgery and the community it serves, I'd like to thank him for his commitment to the group. Equally I would like to thank our "retired" Chairperson, Sue Gould who has done a fantastic job over the past 3 years and I'm very pleased to say that she is happy to continue her attendance at the meetings. If you would like to know more about the PPG please give me or my assistant Jane a call. We are always looking for members in the younger age group.

We have plans to refurbish the reception area. This should be going ahead within the next couple of months. We hope the new "open" reception will be more approachable and efficient. There may be a little disruption to the smooth running of the Surgery during the reconstruction phase, please accept our apologies if you experience this. Our receptionists have a very busy day, with practical and emotional problems to deal with, they may ask questions about your health, this is to help them direct you to the best person. Please help them to help you.

As always I hope if you need the services of the Surgery that your experience is satisfactory and I welcome comments both positive and critical to improve the service we offer to you.

Take Care and best wishes for your good health

Heather