

Wigton Group Medical Practice

Summer 2014 Newsletter

Welcome

In May we were pleased to welcome to the practice a very experienced GP, Dr Mark Taylor who joined the practice to cover maternity leave.

New arrival!

As many of you will know, Dr Louiza Belghazi is currently on maternity leave. She has had a beautiful baby boy called William.

Booking Online Appointments

We are currently in the process of making online booking of GP appointments available to patients. If you wish to be able to book appointments online please complete a online booking registration form available from the surgery.

Are you a family carer?

If so, tell us, we would like to help you take your own health needs into account and assist you with where to go for information and services. You can either write and ask that we record that you are a carer or speak to any member of staff who can do this for you.

Please can we remind patients that you must report to reception upon arrival for an appointment.

Please can we ask patients who are requesting a repeat prescription that you allow 24 working hours when collecting from the surgery.

Please note: Saturday and Sunday are not working days

Marathon Man raises £500 for Age UK

Congratulations to Dr Andy Carter who completed his first marathon in Edinburgh on May 25th. After months of training, Andy ran the course in an impressive time of 4hrs 22 minutes raising over £500 for Age UK. He is hoping to do another marathon next year.

Age UK is active in Wigton, supporting older people with several different activities. Dance fitness classes are held every Tuesday from 7-8pm in the market hall and there are seated exercise classes from 2-3pm on Thursdays at Wigton Methodist Church. Further details of these and other Age UK activities in the Wigton and Solway area can be obtained by phoning the Age UK Wigton office (016973 42279) or by email on wigton@ageukwestcumbria.org.uk.



iwantgreatcare.org

Please tell us about your care today.

iwantgreatcare.org is an online system that is easy to use and allows patients to feedback on their care; the practice has real-time reports allowing us to respond to your feedback.

Your comments are really important to us and will help improve the service for you and others.

You can either review the surgery or your doctor, just go onto the website, type in Wigton Medical Centre or the doctor's name and complete your review.

It also allows you to read the honest reviews from patients like you to help you when you are looking for care for yourself or your family.



Social Media

It is being reported nationally that there is an increase in people turning to social media to criticise NHS services. If any of our patients have a concern or complaint about the practice's services, then please let us know directly. This can be done either informally or formally. We probably wouldn't be aware if people expressed their dissatisfaction online and therefore unable to address the issues and resolve them. We do welcome your feedback both positive and negative and appreciate the opportunity to discuss your concerns with you.

If you do have a concern please feel free to speak to any staff member or contact Lin Baillie, Practice Manager: Lin.Baillie@gp-a82045.nhs.uk



Information on Ticks

What is the problem with ticks?

The undergrowth in our countryside from Spring until Autumn is covered in tiny ticks which live on deer, rodents and ground nesting birds. Up to 10% of ticks may carry bacteria in the stomach of the tick which is transferred to people and animals when the tick attaches itself and feeds on our blood! If the tick is removed quickly there is no risk to our health but there is a risk of Lyme disease if this is not done quickly and properly.

Tick bite prevention.

Stick to paths to avoid walking through undergrowth with your legs exposed.

Wear long trousers and tuck them into your socks.

Be vigilant if sitting on the ground in shorts.

Ticks like groins, behind the knees and armpits where you may not see them easily.

What do ticks look like?

They are very small. The female is the size of a sesame seed unfed looking oval and flat shaped. She is much larger when she has fed! The males are smaller.

What to do if you find a tick?

Do not panic! Do not attempt to remove it with your fingers. Use a pair of tweezers and ensure you get the base of the tick. Do not use Vaseline, cigarettes or alcohol. There are tick removal devices which can be bought that ensure complete removal of the tick.

What is Lyme disease?

If you develop a rash after a tick bite make an appointment to see your GP. The red rash spreads a bit like a target pattern. It will fade and disappear in 4 to 6 weeks. Lyme disease is caused by bacteria and antibiotics do cure it. If the rash goes unnoticed then the bacteria can cause joint pains or nerve problems.

Where can I get further information

Further information can be found at: www.lymediseaseaction.org.uk

NHS Transport to Hospital Outpatient Appointments

Every week, many patients attend appointments at hospitals both locally in Cumbria and also further away in Newcastle and the North East. Sometimes patients travel down to Manchester or Preston too. Not infrequently practice staff, nurses and GPs are asked to book "hospital transport" for patients. The practice is no longer able to do that and this brief article explains some of the key points around an area which sometimes causes upset for patients and their relatives.

Am I eligible for Hospital Transport?

The North West Ambulance Service (NWAS) provides what is known as a Patient Transport Service for people who are unable to get to hospital because of medical or clinical reasons that prevent someone getting to the appointment by any other means.

I had Hospital Transport in the past, why can't I have it now?

In the past many people received such transport but following guidance from the Dept of Health in 2007, people requesting transport are now assessed according to eligibility criteria.

My appointment is in Newcastle, can I get transport?

Distance from home is not a reason for the NHS to provide transport and the ambulance service will assess your eligibility on medical and clinical grounds alone.

How do I book transport?

If you think that you may be eligible for the service and you also require transport for your outpatient appointment, then you need to phone to book it on either **08000323240** or **01228403031**. The practice staff cannot do this for you as they don't have the knowledge or information to answer all the questions about you. The booking centre staff will ask you some simple questions to make sure you are eligible to use the service.

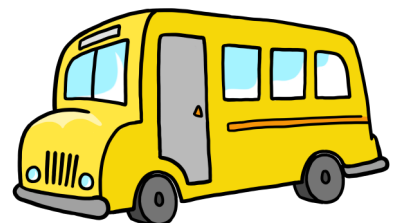
What information will I need when I make a booking?

You will need your appointment place and time. You will also need your NHS number. You will find your NHS number on the medical card you received on registering with the practice. Alternatively it is often quoted in hospital correspondence. The surgery reception staff at the surgery will be able to provide you with it if needed. Any specific mobility or additional needs should be discussed when you make your transport booking.

How can I find out further information?

The North West Ambulance Service (NWAS) website provides further details:

www.patienttransport.nwas.nhs.uk/about-pts/overview-of-pts



Flu Vaccinations

Our annual flu immunisation programme will start towards the end of September. Letters will be sent out to patients who are eligible for the vaccination who meet the criteria set by the Department of Health around this time.

Those patients who are in the following groups will be invited for a flu immunisation:

Adults

- All patients aged 65 years and over
- Patients who suffer from respiratory diseases e.g. Asthma and COPD
- Patients who suffer from heart disease
- Diabetic patients
- Patients who suffer from kidney, liver or neurological disorders
- Patients with difficulty fighting infection (e.g. chemotherapy patients)
- Patients living in long-stay residential care homes
- Pregnant women
- People who care for a family member



Children

Fluenz Tetra, a nasal (needle free) flu vaccine will be available for children over 2 years old. The following groups of children will be invited for a flu immunisation:

- Children in 'at risk' groups as for adults (see above)
- All children aged 2, 3 and 4 years old
- All school-aged children in pilot areas



If you do not receive an invite but think you fall into one of these groups above and would like to have the vaccination please contact the surgery. Should you receive a letter and you wish not to have the flu immunisation, please contact the surgery as soon as possible and cancel the appointment you have been offered.

If you are unable to make the appointment we have given you but would like the flu immunisation please contact the surgery to re-arrange.

Shingles Vaccination Programme

Shingles vaccinations will be available to all patients who are aged 70, 78 or 79 years old on the 1st September 2014. All eligible patients will receive a letter from the practice during September / October.

Once you have received a letter if you do not wish to have this vaccination you should contact the surgery so your appointment can be cancelled. If the appointment is not suitable but you would like the vaccine please contact the surgery to re-arrange.

Staff Training



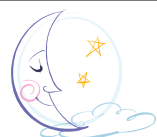
The surgery will be closed for staff training from 1pm on :

Tuesday 16th September 2014

Wednesday 15th October 2014

Tuesday 11th November 2014

As at all other times when the surgery is closed, if you are in need of emergency medical attention, you should phone CHOC on: **03000 247 247**



Remember out of hours call CHOC: 03000 247 247 (Cue Doc)
For people with hearing impairment please call: 18001 03000 247 247

Wigton Group Medical Practice

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Practice Manager: Mrs Lin Baillie

GPs: Dr John Honeyman, Dr Christina Russell, Dr Anna Turnbull, Dr Louise De Cornet,
Dr Ganga Nair, Dr Andrew Carter, Dr Jane Cooper & Dr Louiza Belghazi.