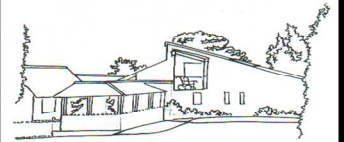




Laurel Bank Surgery NEWS

Malpas, Cheshire SY14 8PS Tel: 01948 860205 Fax: 01948 860

Summer 2011



Patient Participation Group



On Wednesday 27th July the newly formed Surgery Patient Group (which represents a wide demographic) had its first meeting. More than 100 patients were randomly selected from the practice list to be invited to join the group. In response we had an excellent turnout of 24 attendees with 10 others unable to attend but wishing to be kept informed.

The aim of this forum is to help us reflect on aspects of our service that we might improve. It is our intention to hold two meetings each year and plan to rotate them between afternoon and evening sessions. The next one will be an evening session.

The group will not be used for complaint gathering but will have an agreed sense of purpose. The agenda of the group will depend on local needs, interests and energies of the participants and will consider

patient and practice priorities and issues, planned practice changes and issues raised as a result of national or local surveys.

We want the views of patients to allow them to be involved in decisions which may lead to changes in services we offer.

The group discussed and chose a small number of targets for the practice to review. We will ask a wider sample of patient their views and bring the results back to the group. From these findings and the group discussion the practice will action any changes to improve the service. This process will help the group to be clear about its focus and objectives.

Patient participation can be a very positive process but requires enthusiasm and commitment in order to achieve all the potential benefits.

If you are interested in taking part, contact the Managing Partner, Mrs Lynn Suckley.



Surgery Opening Times:

**Monday to Friday
8:00 to 6:30pm**

Dispensary Opening Times:

**Monday to Friday
8:00am to 6:30pm
(CLOSED EACH DAY
from 1pm to 3pm)**

Please allow 2 working days for repeat prescriptions, which can be ordered by using

EMIS Access via our website:
www.malpassurgery.co.uk

(please ask for details),

by fax on 01948 860142

or by letter.

As a last resort, you can order by telephone on 01948 860506 between **8 and 9am** Mon to Fri.

Prescriptions can be collected in person, sent by post on receipt of an SAE, or sent directly to the Co-Operative Pharmacy in Malpas.



Plan Ahead: Book Your Vaccinations!

Have your Influenza and Pneumonia vaccinations in October so you are immune and ready for the flu season.

⇒ **The flu vaccines will be available from October.** Please call to make a 5 minute appointment in one of our Flu clinics during our regular working day.

⇒ **The Pneumonia vaccine can be offered at the same time** to all having the Flu vaccine. Please note that you only need one Pneumonia vaccination in your lifetime unless you have had your spleen removed.

⇒ The District Nurses will continue to

visit patients who are not able to attend the surgery for an appointment.

These vaccines are recommended for all people aged 65 years and over AND those who are considered to be *At Risk*, i.e. those with chronic respiratory and heart disease, diabetes, serious kidney or liver disease, on repeat steroid medication or lowered immunity due to disease or treatment.

Flu vaccines are also recommended for pregnant ladies and main carers of the elderly or disabled who may be at risk if their carer falls ill.

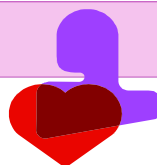
STOP PRESS!

The Joe Rae Trust

Please take a few minutes to log onto www.thejoeraetrust.org.uk and read about a special 19 year old local lad who is making the most of life with a little bit of help from his family, friends and community.

☺ ☺ ☺ ☺ We would like to thank N & J Owen for all their help ☺ ☺ ☺ ☺
☺ ☺ in distributing this newsletter since we started in September 2005! ☺ ☺

Are You a Carer?



A Carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Carers may even be juggling paid work with their unpaid caring responsibilities at home. The term Carer should not be confused with a care worker or care assistant, who receives payment for looking after someone.

If you are a Carer, Cheshire Carers' Centre may be able to help make things easier for you. They deliver a wide range of local support services to meet Carers' needs in our community. These range from catered support services to the Carer, the needs of the person you care for and the services provided by other organisations

Carers have different needs and they can assist you with information regarding health issues, entitlements, mobility, grants for holidays, equipment and support. They also offer a wide range of activities, training and events for

Carers throughout the year across Cheshire.

Cheshire Carers Centre:
Gill Osment, GP Carer Link Development Worker
Tel: 01270 257331 Mobile: 07594 643864.

Carers Helpline:
0800 085 0307 Mon to Fri 10am- 4 pm or on the web at www.carers.org/cheshire, and email on: advice@cheshirecarerscentre.org.uk.

Cheshire Young Carers:
Lindsay Weaver, Programme Manager, St John Ambulance, Office D2, Stanlaw Abbey Business Centre, Dover Drive, Ellesmere Port CH65 9BF Tel: 0151 356 9497 Mobile: 07848022800

Care in the Home:
01244 36286 (Redcross.org.uk)
They offer help with shopping and prescriptions, safe and well checks, telephone support, support for carers, help when families are on holiday & support to access help from other organisations.

Military Veterans' Help Required



Cheshire & Wirral Partnership are appealing for War Veterans in the area to form a Focus Group to help shape mental health services on offer to them and other ex-military personnel in the region.

Janet Foster, Clinical Lead, says "6,000 former service men and women resettle into civilian life with their families in the North West each year. Many of these will require psychological support following their

experiences. One in four veterans will suffer depression or anxiety. Anger and trauma related problems are also prominent and individuals often use alcohol or illicit drugs to cope."

The focus group will meet on Friday 30th September 2011 at 10.30am (venue TBC).

For more information call Janet Foster on 01244 397575 or Sue Owens on 01244 362106.

Non-Emergency Ambulance Patient Transport

Call 0845 148 1733

(Mon to Sat 7am-7pm)

This service provides access for patients with medical and/or mobility conditions that prevent them from using other forms of transport.

Automated Check-In

The use of the Automated Check-In helps to relieve pressure on the Receptionists who carry out a variety of clerical duties.



We would like to encourage patients to use this to check in for their appointments.

The device is a touch screen: you follow the prompted steps and press buttons on the screen to complete. The only time you cannot use this device is if you are very early or late for your appointment.

If you don't want to use this device, you can still check in with the Receptionist.

Emergency / OOH Cover

⇒ **EMERGENCIES**

In the event of a serious problem, such as chest pain or collapse, call 999 immediately.

⇒ **OUT-OF-HOURS COVER**

Medical advice is always available for emergencies at night, weekends and all bank holidays.

If you require advice urgently, please call 01948 860205. The recorded message will give you the number to ring in order to contact the Out-of-Hours service.

⇒ **NHS DIRECT**

Contact on 08454647 for non-urgent advice.