

# WEAVER VALE SURGERY

## SUMMER NEWSLETTER 2017

**PLEASE** think about the following options before calling the surgery:

**A&E or 999:-** Keep A&E for accidents and emergencies. Dial 999 for life threatening emergencies.

**NHS 111:** The NHS 111 telephone service is a **FREE** call number that provides confidential health guidance and advice, 24 hours a day, 365 days a year. Dial 111 from your landline or mobile—it is fast, easy and free.

**PHARMACY:** Your local pharmacy can provide confidential, expert advice and treatment for a range of common illnesses and complaints, without having to wait for a GP appointment. Pharmacists are qualified to give advice on a range of conditions, are experts on medicines and can advise people on whether they need to call or visit another NHS service.

**SELF CARE:** Self-care is the best choice to treat minor illnesses, ailments and injuries. A range of common illnesses and complaints such as coughs and colds, sore throats, upset stomachs and aches and pains can be treated with a well stocked medicine cabinet and plenty of rest.

**Minor Injury Unit:** Minor Injury Unit at Victoria Infirmary, Northwich is open daily from 9am-10pm and offers access to a range of treatments for minor injuries including fractures, cuts requiring medical attention and burns.  
Tel: 01606 564000

## PROTECT THE FUTURE OF YOUR PRACTICE

NHS Vale Royal Clinical Commissioning Group asks that patients with minor conditions suitable for self care, will buy over the counter medicines when it is appropriate to do so. All prescribers within the areas covered by Vale Royal CCG should not prescribe readily available over the counter medicines for minor self limiting or short term conditions.

**Our local NHS is now significantly in debt and in order to protect the future of your doctor's surgery and community services we will no longer be prescribing the following medicines**

### Medicines include:

- Painkillers for minor aches and pains and/or fever
- Treatments for minor/short term cough
- Treatments for colds and nasal congestion and sore throats
- Treatments for cold sores (creams and barrier products)
- Lozenges, throat sprays, mouthwashes, gargles and toothpastes
- Washes, creams and gels for acne available over the counter
- Treatments for occasional constipation and haemorrhoids
- Diarrhoea and vomiting rehydration sachets
- Tonics, health supplements and vitamins
- Indigestion remedies for occasion use
- Treatments for athletes foot
- Creams for bruising, tattoos and scars
- Hair removal creams
- Earwax removers/softeners
- Moisturisers and bath additives for dry skin
- Sun cream (unless diagnosed photosensitivity as a result of genetic disorders)
- Foot and food supplements (except on the advice of a dietitian)
- Hayfever medication
- All headlice treatment



### Why has this decision been made?

Many of the products are readily available, along with advice, from local pharmacies. Some are also available from local shops and supermarkets. Money that is spent on prescribing the medicines listed above could be better spent on treating more serious conditions such as heart disease and diabetes.

### What conditions can I treat with over the counter meds?

Coughs and colds	Sore throat	Hay fever and allergies
Sprains and strains	Skin rashes	Fever, raised temperature
Insect bites	Back pain	Upset stomach
Head lice	Diarrhoea	Athlete's foot
Constipation	Cold sores	Nausea, vomiting
Headache	Acne	Piles (Haemorrhoids)
	Heartburn and indigestion	

## CQC Inspection—Final report published

CQC attended the practice on the 4th April 2017, to carry out a full and comprehensive inspection. The report was published on the 8th June 2017, which awarded the surgery an overall rating of Good. The full report can be accessed at: [www.cqc.org.uk/location/1-545808906](http://www.cqc.org.uk/location/1-545808906)

We were contacted by the Winsford Guardian following the publication, and here is what we had to say:

“Following the inspection, I think the whole team experienced a huge sense of relief that it was over, and having now received the result of Good, from a previous rating of Requires Improvement, we all feel immensely proud of the practice and our team, which includes the members of the Practice Participation Group who contributed on the day of the inspection, and the patients who completed the CQC comment cards. The rating is something that we are proud of and is recognition of the hard work that goes into running General Practice.”

*Photo courtesy of Winsford Guardian*



## Frequently Asked Questions and useful Guidance:

### Why does the receptionist always ask why I want to make an appointment?

The reception staff are members of the practice team and are bound by the same confidentiality rules as your GP. The Partners of the practice have asked the reception team to ask patients why they need to be seen. Reception staff are trained to ask certain questions in order to ensure that you receive the most appropriate medical care, from the most appropriate health professional, at the most appropriate time.

The receptionists are asked to collect brief information from patients to help:

- A) The Doctors to prioritise house visits and phone calls
- B) Ensure patients receive the appropriate level of care
- C) Direct patients to see the nurse, practice pharmacist, practice physiotherapist or nurse practitioner, rather than a doctor where appropriate

Dr Kelly said “It is an important ‘sign-posting’ role that the reception team play, we have a multi skilled health care team within the practice, and it is not always appropriate for a patient to see the GP. For example if a patient is calling with knee or back pain, it is more appropriate for the patient to be seen by the practice physiotherapist first, the physio is qualified to provide hands on physiotherapy, inject/prescribe/refer as clinically indicated”. He added, “it is also much more appropriate that the patient sees the practice pharmacist for their medication reviews, or the practice nurses for their chronic disease annual review, these members of our team provide a much more comprehensive review than the GP”.



### How do I get my test results?

For the results of x-rays, blood tests and urine tests, your GP will advise you how you should collect your results. If you require an appointment, you will be contacted by the surgery. Once results have been received by the practice, please allow at least 2 days for the GP to process and view the result. If you telephone the practice, please do so after 10am when a staff member will be available to deal with your request. Tel: 01606 544000

### When will my prescription be ready?

If you have submitted a repeat prescription, please allow 2 full working days prior to collection. Are you signed up for on-line access to make appointments or request your repeat prescription? Ask at reception for details.