

Dr Uddin & Dr Anwar
Halliwell Surgery

Practice Newsletter

Summer Newsletter 2019

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If you require urgent medical assistance when the surgery is closed and cannot wait until the surgery opens, please call the Out of Hours service on 0161 7638940.

Reception Opening Times:

Mon to Fri – 8.00am to 6.30pm

Summer Bank Holidays 2019

There is 1 Bank Holiday during Summer 2019 and the practice will be closed on Monday 26 August 2019.

Please make sure that you have ordered your prescriptions with enough notice.

Our extended primary care service is available throughout the bank holidays. There are clinics running in the evenings and weekends and all of the above Bank Holidays. These clinics are available at Winifred Kettle Centre, Waters Meeting Health Centre & Royal Bolton Hospital. Please contact the surgery to make an appointment.

New Clinical System – Patient Online Services

We have now changed our clinical system. If you are registered on Patient Services online, you will need to be re-registered.

We are in the process of sending out emails to existing users but this may take some time we would appreciate your patience during this time.

If you have not been contacted with your new log in details and need to use the service to book an appointment or request a repeat medication, please contact the practice to request these and we will arrange this for you.

Change to clinical staff

Dr Hafezi will be leaving the practice in August 2019 and Dr Mistry (our current female GP registrar doctor) will be joining the practice as a salaried GP.

We would like to wish Dr Hafezi all the best in his future career.

We would like to welcome Dr Mistry to the team.

Patient Participation Group

Would you like to have a say about the services provided at our practice?

We currently run a virtual Patient Participation Group, which is done via email

If you are interested, please email bolccg.halliwellppg@nhs.net with your contact details – Name, Date of Birth, email address, contact telephone number. If you are unable to access email, please contact the practice and leave the details with one of our reception team.

Introduction to other services at the practice

We have a number of services that have been introduced into the practice over the last 12-18 months. These services are here to signpost patients to the most appropriate services. There are times when you do not need to see a doctor or nurse but your needs are better suited to other services. All these services are held here at the practice.

As a practice, we want our patients to be signposted to the most appropriate service so that you can get the best of out of the service at the practice. Due to this, our trained receptionists will ask for a reason why you are booking an appointment. We would appreciate your co-operation and ask that you provide this information to our receptionists so that they can book you in with the most appropriate person.

Pharmacist

We currently have 2 pharmacists at the practice - Shahida & Yusuf. Both hold one clinic per week – Shahida on Thursday mornings and Yusuf on Friday mornings. Patients can be booked in to see one of the pharmacists for a medication review.

If your repeat medication request says that you need to book in for a medication review before your next prescription, you can contact the surgery and arrange an appointment with one of our pharmacists.

Mental Health Practitioner

Our Mental Health Practitioner is Ian Hadlow. He is a registered Nurse and Specialist Practitioner in Mental Health. Ian holds a clinic here every fortnight on Thursdays (morning and afternoon).

He is the first point of contact at the practice for patients who have anxiety, depression, and low mood. You do not need to see the doctor first, Ian will have the better expertise to manage your symptoms.

If you ring for an appointment for the above symptoms, you will be signposted to book an appointment with Ian. Please note: if your symptoms are more urgent, you may also be offered a telephone consultation with one of the doctors.

MSK (Musculoskeletal) Practitioner

Will is our Musculoskeletal (MSK) Practitioner. He holds one clinic per week, every Monday morning. He is the first point of contact for patients who may have the following:

- All soft tissue injuries, sprains, strains or sports injuries – upper and lower limb
- Arthritis – any joint
- Possible problems with muscles, ligaments, tendons or bone e.g. carpal tunnel syndrome, tennis elbow, tendon ruptures
- Spinal pain including neck and lower back pain
- Spinal pain including arm/leg symptoms – may also have neurological symptoms e.g. pins and needles, numbness
- Post orthopaedic surgery
- Mobility changes

He is be able to:

- Assess MSK problems
- Give advice on self management
- Provide a simple exercise programme
- Provide joint injections to suitable patients
- Refer to Physiotherapy if require further input

If you ring for an appointment with any of the above symptoms, you will be signposted to book an appointment with Will. Please note: if your symptoms are more urgent, you may also be offered a telephone consultation with one of the doctors.

Health Improvement Practitioner

Janette is our **Health Improvement Practitioner** at the practice. She holds clinics at the surgery Tuesday mornings and afternoons, Thursday mornings and Friday mornings and afternoons

Janette works alongside our clinical team to support health prevention programmes.

Her clinics are for the following patients:

- Patients at risk of developing diabetes.
- Patients at risk of developing a cardiovascular disease.
- Patients at risk of alcohol harm
- Patients aged 40-75 with no precluding cardiovascular disease - NHS Health Check
- Cholesterol Management
- Weight Management
- Newly diagnosed diabetic patients – support with lifestyle advice to help manage their chronic diseases better
- Mild to moderate COPD - support with lifestyle advice to help manage their chronic diseases better

Over the Counter Medications

Our practice will be following the new guidance set out by NHS England and Bolton Clinical Commissioning Group (CCG) regarding prescribing of medicines that you buy over the counter (from pharmacies or supermarkets etc.).

Prescribing of over the counter medicines is changing. Your doctor, nurse or pharmacist will not generally give you a prescription for over the counter medicines for a range of minor health concerns.

Instead, over the counter medicines are available to buy in a pharmacy or supermarket in your local community.

The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health concerns and if your symptoms suggest it's more serious, they'll ensure you get the care you need.

Please help the NHS to use resources sensibly.

For more information on the conditions that you will not be prescribed medication for but will be advised to buy from your local pharmacy/supermarket, please visit the below website link.

<https://www.england.nhs.uk/wp-content/uploads/2018/08/1a-over-the-counter-leaflet-v1.pdf>

NHS Campaigns Summer 2019

Cervical Screening Awareness Week – 10-16 June 2019

Around 3,200 women are diagnosed with cervical cancer in the UK each year. About 2 out of every 100 cancers diagnosed in women (2%) are cervical cancers. Cervical cancer is more common in younger women. More than half of the cervical cancer cases in the UK each year are diagnosed in women aged 45 or under. Cervical screening is the most effective way of preventing cervical cancer yet across the UK.

If you have received a letter about being due for a cervical screening and have not had this done, please contact the surgery to arrange an appointment. One of our practice nurses can carry out the test or you can see a practice nurse in the Evening & Weekend Service, if you are unable to attend appointments during surgery hours.

Please remember, Cervical screening saves lives, so do not delay and book your appointment today. Please also encourage the people that you love to get screened if they are overdue a test.

Carers Week – 10-16 June 2019

Carers Week is an annual campaign to raise awareness of caring by highlighting the challenges that carers face and recognise the contribution they make to families and communities throughout the UK.

Are you a carer? You are a carer if you look after a family member or friend who is elderly, ill or who has a disability. You may be caring for your child who has special needs, your partner who has a long-term illness, or an elderly parent. Caring for a family member can be very rewarding and satisfying. At times though, it can also be exhausting and stressful.

*****Please let the surgery know that you are a carer so that they can ensure that you are getting the support you are entitled to. You will be invited for an annual health check review, be offered a flu vaccination and with your permission they will add your name to their carers register and refer you to Bolton Carers Support*****

Please visit our practice website for more information on Bolton Carers Support.

Our Practice Website

Please visit our Practice Website - there is a lot of useful information on there about appointment bookings, latest news, prescription ordering, our clinics and services.

Please visit <http://www.halliwellssurgery.nhs.uk>