**WATERLOO MEDICAL CENTRE**

A building with a tall tower in the background

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**PATIENT NEWSLETTER**

**MAY 2024**

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| **Pharmacy First**  Have you heard about the new Community Pharmacy First Service? Since the launch on 31st January 2024, most Pharmacies can help you with certain conditions without needing a GP appointment.  This advanced service includes providing advice and NHS-funded treatment, where appropriate, for the following seven conditions listed :-   1. Sinusitis for adults and children aged 12 years or over 2. Sore throat for adults and children aged 5 years and over 3. Acute otitis media (ear pain/infections) for children aged 1 to 17 years of age 4. Infected insect bite for adults and children aged 1 year and above. 5. Shingles for adults aged 18 and over. 6. Impetigo for adults and children above the age of 1 7. Uncomplicated urinary tract infections in women aged between 16 – 64 years   Remember… **Think PHARMACY FIRST** ! |

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| **Unattended Appointments**  As we all know, it is extremely difficult to get appointments at any Surgery and we always strive to accommodate our patients as much as we are able to, however, it can be very frustrating when patients do not attend their pre-booked appointments with the GP or Nurse, thus preventing other patients from being seen.  In the months from 1st January to 30th April this year, **598 appointments were not attended**  Please ensure you cancel any appointment you are unable to attend in good time to allow others to be seen hence not wasting the clinicians time.  We do have a Practice policy on DNA’s (did not attend), whereby after three consecutive DNA’s, a warning letter will be sent and any subsequent failures to attend thereafter may result in removal from our Practice List |
| **Sick Notes**  Please remember, for the first 7 days of your illness, you will need to self-certify.  Sick notes cannot be issued for an acute illness unless you have had a consultation and examination.  Continuation of sick notes – appointments need to be booked in advance as routine. Please note, requests for appointments to issue a sick note are not classed as a medical emergency and we would appreciate your co-operation with this as, unfortunately, we have noticed a significant increase in abuse of our staff relating to these matters. |

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| **Ashton Social Prescribing**  Social Prescribers help people to make new connections within the community and can signpost people to local groups, activities etc.  If you are aged 18+ and wish to improve your health and wellbeing, please see one of our receptionist for further details   * Become Active * Socialise * Find interests * Get help * Get involved |

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| **Prescriptions**  **Repeat prescriptions** - cannot be taken over the telephone for safety reasons – please download the NHS App.  **Hospital Prescriptions –** If you are given a prescription at the Hospital, please take it to the Hospital Pharmacy as we are not responsible for re-issuing these – even if there is a long wait ! Sorry  **Private Prescriptions** – We are not responsible for issuing prescriptions for any drugs recommended by any private clinic. |

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| **Accessing further Care**  All Surgeries in Ashton work alongside each other as part of the Primary Care network (PCN) helping to serve our Ashton population.  There may be times when we may offer you an appointment at the Ashton Hubs, which are based at Stamford House on Mossley Road and Ashton Primary Care Centre on Old Street. These appointments are for evenings or weekends and may be more convenient for our working population.  These hubs are serviced by GP’s, Practice Nurses, HCA’s, Pharmacists etc who all work locally within the Ashton Practices.  Please ask the receptionist for further details |