



Milnrow Village Practice Newsletter

Alison Wallace
Practice Manager

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Retirement— Dr Saleem retired on 31st January 2018. His last day at the practice was Wednesday 24th January. We would like to take this opportunity to thank Dr Saleem for his long service at Milnrow Village Practice and wish him the very best for his retirement. Dr Saleem will continue to provide Minor Surgery sessions for the practice. The new partners joining the practice from February 1st 2018 are :- Dr S. Buchan and Mrs Alison Wallace.

Dr Buchan has worked at the practice on Thursday and Friday since September 2016.

He will be increasing his sessions and working Monday, Tuesday, Thursday and Friday.

Dr Gunn is reducing his sessions slightly and will be working Monday, Tuesday, Wednesday and Thursday

Dr Naylor's sessions remain the same: Tuesday morning, all day Wednesday, Thursday and Friday.

Alison has been the Practice Manager at the practice since January 2014. She will continue to manage the practice and will join the partnership as a non-clinical partner.

We have also placed an advert for a Salaried GP and will keep you posted as to the success of the advert.

Pharmacist in Practice— We now have a pharmacist in the practice working one day a week. She is called Aniqah Ahmad. Aniqah will eventually be undertaking medication reviews and overseeing hospital discharge medication. When you are due for your medication to be reviewed (which is scheduled annually) you may be signposted to see her rather than a GP. Aniqah has joined us from a hospital setting and will have the experience of both settings (Hospital and Primary Care)

Prescription requests by telephone— You may have heard the recent answerphone message explaining that from 1st April 2018, we will no longer be able to accept prescription requests by telephone. This has not been an easy decision to make and of course there will be exceptions for those patients we know to be housebound. In this instance, housebound patients will be advised to ring after 11am so that the lines remain clear at 8.30am (the busiest time of the day)

Reasons behind the decision :- We have found the phone lines are being blocked with calls for prescription requests and calls asking for appointments or advice are not able to get through when they need to. Also The Care Quality Commission (CQC) are not supportive of this due method of ordering medication to the potential errors that can be made.

It is vital that you allow 48hours (from when we receive the request) before collecting the prescription. The quickest and simplest way to order REPEAT medication is using on line access. Ask reception for your login details and register for this ASAP. You can then try this method and iron out any teething problems BEFORE April 1st. If you use this method, you are able to order repeat medication day or night, 7days a week. Your requests appears on our screen and we process in the usual way. Again, allow 48hours (from when we see the request) before collecting Eg: If you order Sat evening at 7pm—we wont see the request until Monday morning at 8am..... You are then able to collect from your prescription Wednesday morning from 8am.

Prescription requests by telephone : contd You are also able to

- By Fax: 01706 713220
- By Royal mail : using the right hand side of your previous prescription. Tick the items you need and send it to us with a stamped address envelope for its return to you
- Pop it into the post box on the front of the building or in the internal box at reception
- Hand it into reception during surgery opening hours
- Your preferred pharmacy can order it for you. They will contact you when it is due and will ask you for details of what you need so that not everything is ordered every time whether you need it or not.
- Please refrain from ringing to see if it is ready to collect —If you allow at least 48hours, it WILL be ready. (Please note, if your prescription goes electronically straight to a chemist of your choice, we can confirm that it should be with them within 24hours however, please check their turnaround times, as each Pharmacy may differ with regards to having the medication ready to collect.

Health Trainer (Adele) - Adele is our Health Trainer and works a day a week at the practice. She is able to offer advise and support around, Weight Management and Nutrition, Low Mood & Diabetes prevention amongst other things. If you feel you would benefit from a referral to Adele, please let us know. She is currently offering an extra day every week due to the time of year (New Year - New You)... She is here to help if you wish to make some healthy living changes.

Pneumonia vaccines—The Pneumonia vaccine is a “one off vaccine” , is not needed every year like the Flu Vaccine and can be given at any time of year. If you receive an invite letter for the Pneumonia vaccine, please respond as soon as possible by making an appointment or informing us you do not wish to be vaccinated. Please note, vaccines are **FREE** to those that need to be vaccinated. I.e: Long term conditions such as Diabetes, Heart Disease and also patients when they reach their 65th birthday.

Minor Surgery—We have been delivering Minor Surgery for our own patients for many years now. This has now developed and is now offered to patients registered across the Rochdale area. This service is delivered by Dr Saleem and Dr Buchan.

If you have a lump or bump that is causing you problems or concerns, please make an appointment with Dr Buchan to discuss and if it is something we are able to remove, arrangements will be made for you to attend the Minor Surgery clinic.

Invites—If you receive a text or a letter explaining that you are either due for your Annual review or inviting you to attend for a health check, please contact the surgery without delay.

Most annual reviews such as Heart disease, Diabetes, Asthma and COPD, Kidney Disease, etc are with Sarah (our practice nurse) We would really appreciate it if you could ring us as soon as you get the text / letter and book an appointment, it will save us valuable receptionist time, paper, ink and postage and also ensure you receive your review at the right time.

Again, if you receive an invite for a Flu vaccine or a Health Check and do not wish to have this, PLEASE let us know without delay as this saves further calls, texts, letters etc