

High Street Surgery

News Letter

Winter 2020

As a practice we want to get better at communicating with our patients; to make sure that they can read and understand any information sent to them. If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

Do you need information in braille, large print or easy read?

We want to know if we can support you to lip-read or use a hearing aid or communication tool.

If you wish require any additional help.

Please tell the receptionist when you arrive for your next appointment, or call us on 01625 423692 between 10am and 12 noon

Dear Patients,

We are now in the second month of a New Year. Let's hope we do not have a severe winter.

Global warming is a growing concern especially since the terrible fires in Australia and the unusual weather conditions in Europe. Our thoughts go to all of the people who have lost everything and all the animals which have lost their lives in Australia.

We have added some new ways of contacting the surgery and for the surgery to contact you – information later in the newsletter as well as posters in the waiting room and information on our website.

www.highstreetsurgery.com

Macclesfield Primary Care Network now has their own Website which incorporates all the six surgeries in the building. Please go on and take a look as there is lots of useful information.

www.macclesfieldprimarycarenetwork.co.uk

Also there is also a Facebook to follow: My Macclesfield GP

MEMBERS OF STAFF



OUR DOCTORS

Dr IME Kramer (Partner) - has a special interest in Asthma, COPD and is the Safeguarding Lead

Dr IJE Ahmed (Partner) - has a special interest in Minor surgery, Joint Injections, Dermatology and Sports Injuries

Dr MDA Clark (Partner) - has a special interest in Urology, Joint Injections and Minor Surgery.

Dr M Edwards (Partner) –has a special interest in Oncology and Diabetes.

Dr C Vohra – salaried GP also takes care of The Rowans Care Home patients.

Dr H Bradbrook – Salaried GP

Dr L Robertson – GP retainer

Dr J Walker – GP retainer

We have doctors who are here to complete their training and work at the practice for varied lengths of time as well as medical students who are with us for a month at a time. The medical students only see patients supervised by a GP so you may be asked if you will see a student.

Some GP's are not available on certain days so please be aware you may not be able to see the doctor of your choice.

Dr Kramer - Monday and Wednesday +Alternate Tuesdays and Friday.

Dr Ahmed - Tuesday, Wednesday and Thursday

Dr Clark – Monday and Wednesday+ Alternate Tuesday and Friday

Dr Edwards – Tuesday, Thursday and Friday

Dr Vohra – Monday, Tuesday and Thursday.

Dr Bradbrook – Wednesday and Friday

Dr Robertson – Wednesday and Thursday morning

Dr Walker – Monday, Tuesday and Friday morning

When GP's are not seeing patients they are working outside of the practice.

NURSES



Katy Parker – TRIAGE and Respiratory nurse (COPD and Asthma), B12, Blood Pressure, Cytology, Contraception, Travel Vaccinations and Wound Care

Janet Ebrey - Practice Nurse with an interest in Diabetes B12, Blood Pressure, Cytology, Contraception, Travel Vaccinations and Wound Care

Sandy Lea – Diabetic nurse, Smears, Travel vaccinations, Cryotherapy and Contraception. Sandy works Mondays and does a cryotherapy clinic once monthly on a Wednesday.

Assistant Practitioner



Julie Taylor – 24 Hour Blood Pressure, Adult Asthma, B12 Injections, Blood Tests, Blood Pressure, Controlled Diabetics, Wound Care, Ear Irrigation, ECG's, New Patient Health Checks, NHS Health Checks and Spirometry

HEALTH CARE ASSISTANT



Nina Proffitt—24 hour Blood Pressure Monitoring, Blood Tests, ECG's, Flu Vaccinations, B12 Injections, New Patient Health Checks, Pre-Diabetic Clinic and NHS Health Checks

OTHER STAFF



Practice Manager—Susan Lea

Assistant Practice Manager—Lynne Morrall

Secretary—Karen Black

Reception Supervisor—Peggy Slater

Prescription – Melanie Young

Admin—Sam Lea, Julie Billington and Vanessa Wall

Receptionists are Shirley Turner, Rebecca Smith, Linda Eyres and Laura Henders.

APPOINTMENTS

You can book appointments by:-

Telephone



In person



Via Patient Access on the internet



www.highstreetsurgery.com

You will need a password and identification will be required. You can register on the website but identification will still need to be brought into the surgery.

Appointments are usually for 10 minutes so if you feel you need longer please ask to make a double appointment.

A 10 minute appointment is for 1 problem only.

Please ring and cancel if you cannot attend and if we send you an appointment you cannot keep contact us as soon as possible.



E – CONSULTATIONS

Please take a look at our website you can now consult our doctors on line.

E- Consults let you:

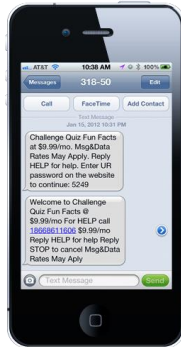
- Request advice and treatment from our practice online
- Get self - help advice for hundreds of common conditions

If you use this service an email will be sent to the surgery. The email will be answered within 2 working days.

EXTENDED ACCESS

East Cheshire now offer extended access appointments over the weekends, late nights and early mornings. Please contact the surgery to book these.

TEXT MESSAGE SERVICE



The practice is now using a new text message service to contact patients who need to come to surgery or repeat tests.

TELEPHONE NUMBERS AND CHANGE OF ADDRESS

Always remember if you change your mobile phone number to let the surgery know so that we can send a reminder text regarding your appointment.

If you change your address please complete the form which can be found on reception – please make sure you are still in the practice area.



My new number is



Change of address.....

ORDERING PRESCRIPTIONS



Please note - We do not take repeat prescription requests over the telephone

It takes 48 working hours for a prescription to be completed. All prescriptions are sent electronically to a pharmacy of your choice. If you have not chosen a pharmacy please contact prescriptions Option 3 between 10 and 12 to inform them of your choice.

The slip attached to your prescription can be brought into the surgery or posted in the post box at the Waters Green reception desk with the items that are required ticked

The slip attached to the prescription can be taken to a pharmacy with your signature on the bottom.

A repeat prescription request form can be completed on the main Waters Green reception desk and posted in the High Street Surgery post box or a form can be completed at High Street reception desk.

Patient Access is also available –you will need to have registered for online access to use this service. Please ask at reception for details.

Sick Notes



If you require a sick note and have self - certified for the first 7 days you can request a sick note via [e-consult](#).

Please go to our website and click on the blue banner which says e- consult and click on Administration to request the note – giving as much information about your illness and the length of note you require. This email will be forwarded to the admin team who will email you back with the outcome of the request. (sick note issued or need to make an appointment with a GP)



Email address Ecccg.patientsvoice@nhs.net

Have your say – new application form

Patient's voice is a group of patients who meet regularly to discuss how High Street Surgery operates and how it can provide an even better service. We have two main aims:

- ❖ **To present the views, ideas and suggestions of patients to the doctors and the practice management team**
- ❖ **To act as a sounding board for the practice to seek the views of patients on service and proposals for change**

We meet at the surgery every two or three months for a couple of hours, with support from Lynne Morrall, the Assistant Practice Manager. Minutes of the meetings are read by the medical and support staff, and published on the waiting room notice board and the web site. One of the doctors will usually attend the meeting for some of the time.

Topics addressed in the past year include:- publicity clutter in the waiting room, difficulties in booking on-line appointments, the new car parking regime, telephone access, flu jab notifications, Pharmacy First Scheme.

The group is currently small but would welcome new members from all the service users and all age groups. We would also like to know of any issues you think the group should discuss to improve all aspects of the management and organisation of the practice.

Join us!

Return this form to reception or send an email with your comments/interest in joining to the above email address with your details.

Name.....

Daytime contact No.....

Email.....

All information will be kept confidential

Pharmacy First Service

Please speak to the Pharmacists they are there to help you with your medical concerns



Pharmacies can deal with the following minor ailments:

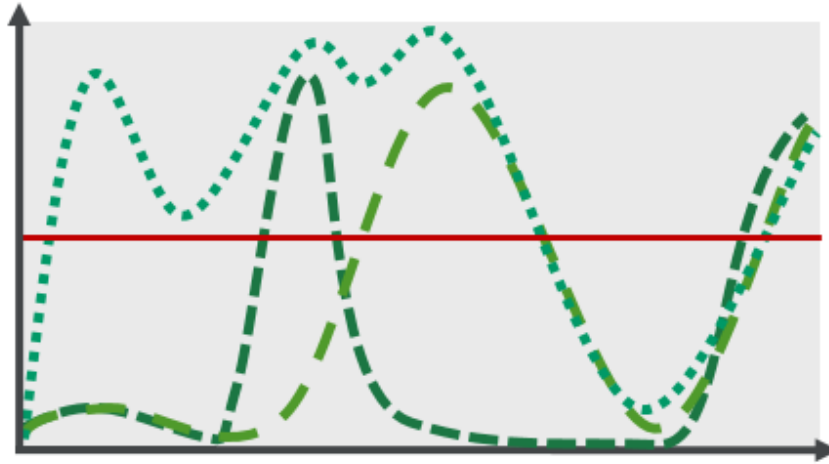
Bacterial Conjunctivitis; Cystitis in over 18's and under 65's;

Impetigo; and Oral Thrush in Infants

The lists of the following conditions on the next page are self – care and any treatment for these can be purchased at a pharmacy so please do not ask the doctor to prescribe them for you:-

Acute sore throat	Dry eyes/Sore (tired eyes)
Cold Sore of the lips	Earwax
Conjunctivitis	Excessive sweating
Coughs/ colds and nasal congestion	Head Lice
Cradle Cap	Indigestion and Heartburn
Haemorrhoids	Infrequent Constipation
Infant Colic	Infrequent Migraine
Mild Cystitis	Insect Bites and Stings
Mild Irritant Dermatitis	Mild Acne
Dandruff	Mild Dry Skin
Diarrhoea (Adults)	Sunburn
Sun Protection	Mild to Moderate Hay Fever
Minor burns and scalds	Mouth Ulcers
Nappy rash	Oral Thrush
Prevention of dental caries	Ringworm/Athletes foot
Teething/Mild toothache	Threadworms
Travel Sickness	Warts and Verrucae

Results



Results – How do I find out about my results of blood tests, x-rays etc?

If you have had a test recently and would like to know the results you can contact the surgery between 1.30pm and 3.00pm Monday to Friday -

Option 2

The secretaries can only give the results to the patient concerned if they are over 12 years old. If you wish for someone else to receive your results a signed letter stating the name of the person should be sent to the surgery so that it can be recorded in your confidential records.

You can also see your results via EMIS Patients Access – you will need to complete a form with your email address, proof of residency and a photo ID. Once this has been completed, returned to the surgery and ID has been confirmed a password will be sent to you directly so that you can register your account. This can take two to three weeks to set up but is also useful for booking appointments and ordering prescriptions.

PRIVACY STATEMENT FOR PATIENTS

You're Information, Your Rights

Our Fair Processing Notice explains why we collect information about you and how that information may be used to deliver your direct care and manage the local health and social care system.

The notice reflects:

- What information we collect about you;
- How and why we use that information;
- How we retain your information and keep it secure;
- Who we share your information with and why we do this.

The notice also explains your rights in relation to consent to use your information, the right to control who can see your data and how to seek advice and support if you feel that your information has not been used appropriately.

A full copy of the Fair Processing Notice is available via our website at www.highstreetsurgery.com or from Reception.