

# GARSWOOD SURGERY NEWSLETTER

Dr's Holden, White & Parr

## Welcome to our surgery newsletter!

We decided, in conjunction with your patient representative group, that we would produce an annual newsletter to inform patients of news and changes within the practice.

If you are interested in joining our patient group please tell one of the reception staff.

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We are delighted to announce that Dr Helen Parr has now joined the practice on a permanent basis. This means that patients who may prefer to see a female clinician can now do so on a guaranteed basis.

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We also have three new receptionists joining the practice—Nicola, Alex and Kate. Please give them a warm welcome and be patient with them during their training period.

## Prescriptions & Garswood Pharmacy

To save you queuing at the surgery reception desk we can arrange for prescriptions to be available to collect from Garswood Pharmacy. You can cash your prescriptions anywhere but if you intend to collect your medicines from Garswood Pharmacy they will try to prepare them beforehand ready for pickup.

If you wish to use this service please complete and return a consent form which you can obtain from reception or download [here](#).

We would like to remind patients that all repeat prescriptions should be ordered 48 hours before they are needed. This ensures that your prescription is processed safely.

Due to lack of demand, and in agreement with Halton & St Helens PCT, Garswood Pharmacy will no longer be opening on Saturday mornings commencing Saturday 24th July.

Please ensure your prescription has been collected before 6pm on Friday's, or alternatively you may be eligible for home delivery.

FOR MORE INFORMATION ABOUT THE PRESCRIPTION DELIVERY SERVICE PLEASE PHONE GARSWOOD PHARMACY ON 01942 7198798.

### PLEASE REMEMBER:

- Repeat prescriptions should either be ordered online at [www.garswoodsurgery.co.uk](http://www.garswoodsurgery.co.uk) or the repeat slip should be posted at reception or the outside postbox.
- We cannot take prescription requests over the phone as drug names can be confused.
- Unless stated otherwise (eg.holiday) if prescriptions are ordered early they will only be processed around their due date.
- PATIENT SAFETY IS OUR MAIN CONCERN. OCCASIONALLY THIS MAY LEAD TO YOUR PRESCRIPTION BEING DELAYED. THIS IS NOT THE RECEPTIONISTS FAULT.



## Health Checks

In order to reduce the incidence and impact of heart disease, diabetes and strokes we will be inviting all adults between the age of 40-75, who have no existing history of heart disease, diabetes or stroke, to have a free health check between now and the end of March 2011. If you are eligible you will be sent a letter—for most of you this will be sent out during the month of your birthday. However, you can ask us at anytime for such a health check.

## Are you a carer?

This is someone who provides help and support to a partner, child, relative, friend or neighbour who could not manage without their help.

If this is you, please contact reception to find out what support and services are available to help you.

Garswood Surgery, Billinge Road, Garswood, Wigan, WN4 0XD

Tel: 01744 621670

[www.garswoodsurgery.co.uk](http://www.garswoodsurgery.co.uk)

## Contact details, text messages & email

Please could you make sure that the surgery has your current contact details.

It would be especially helpful if you could also give us your mobile phone number for our records.

Reception staff often find it difficult to contact patients during working hours, so if you give us permission to send you a text message we could ask you to contact the surgery at your convenience. Texting may, from time-to-time, be used for other reminders but no information that identifies an individual patient will be sent within the text message and information will be kept to a minimum.

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*Please note it is not the surgery's responsibility to remind patients about their appointments. Due to demand it is impossible to do this.*

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We will only be able to text you if you give us signed consent to do so. You can get a consent form from reception or download one [here](#). There is no facility for patients to reply to text messages.

Although we have no current ambition to introduce email this may be a facility that could prove useful in the future. If, at some point in the future, you would be happy to receive reminder letters by email please let us know by completing the consent form below and we will add it to our database. Should we decide to introduce an email facility we will publish this via our website, posters in the waiting room and in our newsletters. If you registered your email address with us then we will also let you know by sending you an email.

## The NHS needs YOUR help!

You will have heard on the news that NHS needs to make savings of £15-20 billion over the next 3 years (this is about 17% of the total NHS budget). Locally NHS Halton & St Helens needs to save £24 million over the next 12 months.

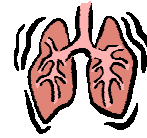
### Medicines Changes

We know some of these savings can come from prescribing without affecting patient care. Therefore your regular medication may be switched to a different product which will have exactly the same effect but will cost the NHS less. We will give you information about any changes. If you have any concerns please discuss with your GP, practice nurse or chemist.

### Medicines Waste

Each year NHS Halton & St Helens spends around £60 million on medicines. However we know that at least £1.5 million worth of medicines each year are returned to chemists unused. These medicines cannot be re-used and are destroyed. Please ONLY order medication that you need and do not stockpile your medicines at home. If there are medicines on your list that you no longer take please inform your doctor, practice nurse or chemist.

## Are you a smoker or an ex-smoker?



We are currently offering a simple screening test to people over 40 who smoke or have previously smoked, who have no currently recorded lung problems, so that we can check their lung health.

So far a significant number of people have been found to have impaired lung function and by simple interventions now we can help them to maintain their lung health for as long as possible. Most people with undetected lung diseases have already lost up to 40% of their lung function before they present with symptoms which would prompt further investigation.

## Saturday Flu Clinics



We intend to hold Saturday flu clinics again this winter. If you are eligible for a flu jab you will be sent a letter later in the year.

## New telephone system

Due to the high volume of calls that the surgery receives, a new call queuing system is being put in place. You will be informed of your place in the call queue and be given an approximate waiting time for your call to be answered. This will allow you to decide whether you would prefer to wait or call back at a quieter time. The best time to contact the surgery is between 1.30-3.30pm when we are not running surgeries.

[This is in response to comments and suggestions from patients.](#)

