

## GREENWAY PRACTICE



# Autumn Newsletter

Autumn/Winter 2018

## PATIENT INFORMATION NEWSLETTER

### Including:

-  Order your prescription online
-  Outpatient appointments
-  Update on vaccinations
-  Minor Ailments
-  Clinic details
-  10 Healthy Tips for Winter
-  Update on staff



### **10 Healthy Tips for winter**

- |                              |                         |
|------------------------------|-------------------------|
| 1. Give up smoking           | 2. Get active           |
| 3. Manage your weight        | 4. Eat more Fibre       |
| 5. Cut down on saturated fat | 6. Get your 5-a-day     |
| 7. Eat fish                  | 8. Cut down on salt     |
| 9. Drink less alcohol        | 10. Read the food label |

## **“DON’T GET THE FLU BUG.....GET YOUR VACCINE”**

The Health Board have asked us to target the over 75 patient population first. If you are between 65 and 74, your vaccine will be in the practice at the end of November.

Under 65 yr olds who are on any chronic disease register can receive the normal vaccine at our flu clinics from 3<sup>rd</sup>. October

Young children aged 2 and over have been prioritised this year and will receive the nasal spray.

The remaining groups of patients can receive their normal flu vaccines.

- \*All pregnant women at any stage of pregnancy
- \* Patients who have a neurological disease
- \*Chronic respiratory, heart, kidney, liver, neurological disease
- \*Diabetes
- \*Immunosuppressed & patients with asplenia or dysfunction of the spleen
- \*All patients who are morbidly obese with a BMI of over 40kg/m<sup>2</sup>

**Book your flu vac appointment today.....Clinics held on specific Wednesday evenings. Ask a receptionist for details.**



## **“Shingles”**

This year the shingles vaccine is offered to adults aged **70 years old on 1 Sept (DOB 2.9.1947→1.9.1948)**, and those aged **78 on 1 Sept (DOB 2.9.1939→1.9.1940)** or aged 71,72,73,74, 75 or 79 and have not received a shingles vaccine in the past 2 years. Those patients now aged 80 yrs are **NOT** eligible to receive the shingles vaccine during 18/19.

## **“Pneumococcal”**

The pneumo jab or pneumonia vaccine protects against pneumococcal infections. Pneumococcal infections can lead to pneumonia. People over 65 only need a single pneumo vaccination which will protect for life.

Any student aged 15-17 yrs or up to 25 years(inclusive) and starting university for the first time is eligible for this vaccine.

## **“Pertussis”**

Babies who are too young to start their vaccinations are at greater risk if in contact with whooping cough. Young babies with whooping cough are often very unwell and most will be admitted to hospital. Pregnant women can safely help protect their babies by getting vaccinated – ideally when they are 16-32 weeks pregnant, although they may be given the vaccine up to 38 weeks of pregnancy.

## Outpatient appointments

There is a waiting list crisis. Many routine hospital appointments take **9–12 months** and some specialities take much longer. *What this means for you:* It is worth ringing the appointments office in the relevant hospital to find out when your appointment is likely to be. **GPs have very limited ability to speed up these appointments unless there is an urgent problem.** It may be useful to let your MLA know about the delay.



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## Minor Ailments Scheme

*Did you know that you can see your local pharmacist and get **free** treatment for the following minor ailments?*

◇ Cold sores ◇ ear wax ◇ mouth ulcers ◇ headlice ◇ threadworms  
◇ thrush ◇ athlete's foot ◇ diarrhoea ◇ groin itch

Ask your pharmacist for advice & free treatment

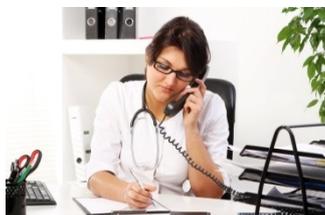
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## ZERO TOLERANCE POLICY

Our staff come to work to care for others, and it is important for all members of the public and our staff to be treated with courtesy and respect. ***In line with the NHS we have a Zero Tolerance Policy*** which means that aggressive or violent behaviour towards our staff or any member of the public within our premises will not be tolerated under any circumstances

## Our Appointment system

If you wish to see a GP you can telephone the receptionist between 8.30am – 10.30am. She will take a note of your details and the reason for your request. The GP will telephone you back. **Most problems will be dealt with on the same day.** Please keep your telephone near you when you are expecting a call from the practice.



## Repeat prescriptions

You can now order your prescription on line. To do this you need to register your interest with the receptionist who will give you a password. Please remember to allow **48 hours** when ordering your repeat prescription. You can continue to order your prescription by telephone – 02890563408, by post, fax – 02890563574, or by putting a written request into our box at reception.



### 7 Medical Clinics

- Smear Clinic Monday afternoon by appt only
- Warfarin Clinic Monday morning & Tuesday by appt only

### Greenway Practice Clinics

- Baby Immunisation Clinic Tuesday mornings
- Midwife Clinic Tuesday afternoons by appt only
- Gynae Clinic Wed or Thurs mornings by appt only
- Minor Surgery Clinic Waiting list by appt only

### Men's Health Evening



In June we held a 'Men's Health' talk. It was very well attended. The topics presented by Dr McCutcheon were:



Feedback from the men who attended was very positive.

**We intend to hold more information sessions. If you wish to make a suggestion for a topic of interest, please speak to our Practice Manager Angela.**

### Patient Participation Group Meeting

We are planning our annual meeting for September/October. All patients are most welcome. Ask at reception for further details.

### Staff Update



Aimee, one of our Medical Receptionists, left the practice on 12<sup>th</sup> September to pursue a career in Midwifery. We are absolutely delighted that Aimee is following her dream and we wish her every good wish for the future.

In her place, we welcome Leanne to our team. We also welcome our new pharmacist Alan.

We have a very strong, hard-working and happy team and we appreciate their commitment and loyalty shown towards the practice. We look forward to a long and happy relationship with our whole team.