

Newsletter February 2018

Macclesfield District General Hospital.

The hospital's A&E department is currently under tremendous pressure so please consider alternatives where appropriate i.e. Local Pharmacy / telephone 111 / GP surgery.

Thank you

Text messages:

Kenmore operates a text message reminder service for appointments. If you would like to sign up for this, please contact Reception. All information is held confidentially. This service will help to reduce the number of failed appointments. **Please notify us if you change your mobile number; address or telephone number.**

Nurse appointments: Please accept our apologies if you are struggling to get an appointment with one of our practice nurses. This is due to current nurse shortages.

CATCH Common Approach to children's health
The CATCH app provides parents and carers of children aged 0-5 with NHS approved information to help you know when your child needs medical attention and when self-care would be more appropriate.

SELF CARE: There are posters and displays in the main waiting room and leaflets available for further information about consulting your pharmacist for over the counter medications for minor conditions.

Telephone consultations: The last 2 morning appointment slots for each doctor are to be dedicated to 4 telephone consultations. These are suitable for eg: medical results / drug reviews / referrals and general advice. These can be booked via Reception as usual.

Staff car parking: In order to free up more parking spaces for patients our staff are no longer able to park at Kenmore, we would be most grateful if any patient living close to Kenmore would allow a member of staff to park in their drive. If you could offer this service please let the surgery know. **Please help!!**

Alexandra Hospital: Kenmore are now working with BMI The Alexandra Hospital, to offer consultation at the surgery for: Hip & Knee problems; General surgery; Spinal and Back complaints. For more information on how to be referred, please speak to your GP.

Staff: Dr Tom Steele has now left Kenmore for his new post in Urmston. Dr Tim Sandles is covering Dr Iredia's maternity leave.

Cost of NHS services. It has been reported that:-

Average prescription £25	GP appointment £36
GP home visit £110	District Nurse £70
A&E visit £130	Ambulance carriage £275

Food for thought??

Physiotherapy: GP's can now offer you a choice of local physiotherapy services or give you the opportunity to self-refer. The Clinical Triage self-referral number is 0333 200 4042

Appointment requests Receptionists may ask your reason for attending in order to direct you to see the most appropriate healthcare professional.

Surgery closure and prescriptions: the next closure for staff training will be on the afternoon of **Wednesday 5th March 2018.** The surgery will close at 1.00pm that day. The pharmacy will remain open – access by the surgery fire door.

This leaflet has been produced by the Kenmore Patients Group. If you have any comments or suggestions about future editions, please write to the chairman, Mr Andrew Blain, c/o Kenmore Medical Centre, or contact us on our e-mail address: patients.group@nhs.net Thank you.