

Albion Medical Practice
Patient Newsletter

November - December 2023

Acute Hospital Prescriptions:

If you attend the hospital and are given an acute prescription, you **MUST** get it dispensed at the hospital pharmacy. We are not responsible for re-issuing these prescriptions.

Private Prescriptions:

If you attend a private clinic, we will not be responsible for issuing prescriptions for drugs they recommend.

Appointment Activity

In the last 12 months (November 2022 to November 2023), we:

- completed 36,079 appointments across our GP's, Trainee's and Nursing Team.
- 1388 patients did not attend their pre-booked appointment, meaning 115 appointments per month were wasted.

Now we are pre-booking more appointments, we have already noticed that patients are not turning up for them and not cancelling beforehand. Hundreds of appointments are wasted because of non-attenders, making it more difficult for every other patient to access appointments. We have included our DNA Policy below to advise you what will happen if you don't cancel.

Practice Policy on DNA's (Did Not Attend):

- Patients with a mobile number recorded on their records will always get a text reminder about their appointment 24 hours before.
- If you do not attend your appointment – it is logged as a DNA on your records.
- If you DNA 3 appointments, you will be sent a warning letter.
- Any subsequent DNA's thereafter and you will be removed from the practice list.

2023/24 Flu Vaccination Campaign:

Please support your GP Practice and come here for your flu jab this year. This revenue helps us to pay staff and therefore improve the patient experience.

Flu Vaccinations:

If you are in an 'at risk group' you will receive an invitation for your flu jab. We have pre-bookable on-line appointments available at the beginning of October. We also have a walk-in session on Saturday 7th October between 9am – 12 midday (no appointment necessary). If you don't have on-line access and would like a pre-booked appointment, please ring the surgery after 2:00pm.

Pneumococcal Vaccinations:

If you are eligible you will be offered your pneumococcal vaccination at the same time as your flu.

Shingles Vaccinations:

These are being completed in separate clinics. You will be contacted by the practice to arrange an appointment if you are eligible.

Staff Changes:

We are happy to announce that we have appointed a new Practice Nurse called Lisa. Lisa will be joining our nursing team from December 2023.

We have also appointed 2 new receptionists', Nicola and Rajwinder, who also start in December 2023.

Vikki, one of our receptionist's is leaving up in December. We would like to wish her every success in her new position.

New Trainee's:

We would like to welcome our 4 new trainee's.

Dr Vikram Hackett ST3

Dr Shamim Bibi ST2

Dr Orooj Rabher ST2

Dr Philip Holcroft FY2

Requesting Sick Notes:

Please remember you are able to self-certify for the first 7 days of your illness.

After 7 days you will require a sick note from your GP. Sick notes cannot be issued for an acute illness unless you have had a consultation and examination.

Any requests for a sick note after 7 days should be requested via 'Online Consult' on our website. The request will be triaged by a GP and a sick note will be issued or you will be instructed to make an appointment for a review.

It is important to follow this process in order to ensure that all the correct information is given to the GP, and will mean your request is less likely to be rejected.

Mobility Scooters:

If using a mobility scooter in the practice, please be careful when using the automatic front doors and accessing the consulting rooms. We have had to replace the glass on the front doors twice in the last year.

An update on where you can access care:

All Practices in Ashton are part of the Ashton Primary Care Network which works on behalf of the Ashton population. This network delivered all the local Covid vaccinations in the last couple of years. We work very closely with the Network which is based at Stamford House Surgery on Mossley Road.

You will find when contacting the practice for an appointment that you may be offered 'Hub' appointments. These are appointments which are delivered by PCN staff such as Care Co-ordinators, Health Care Assistants, Practice Nurses, GP's, Pharmacists, Advanced Clinical Practitioners and Physician Associates. In some cases, you will see the staff who also work at Albion.

The Hub appointments are available in the evenings and at weekends which may be more convenient if you work. It is important that we utilise these appointments as this reduces the burden on the Walk in Centre and A&E.

Social Prescribing:

What does it mean? Social Prescribing means practical and emotional support. The services available in Tameside include:

- Active Tameside – Live active service
- Active Tameside – Young People's live active service
- Macmillan – information & Support
- Action Together

These services offer a myriad of support from abuse, anxiety, long Covid, mental health to self-harm and weight management. It is especially useful for our elderly patients as it offers befriending, falls prevention, physical needs support and social engagement and interaction to name but a few.

Care Navigation/Signposting:

Sometimes when you ring the practice to request a GP appointment there is a more appropriate service who can deal with your request. Reception staff have on-going training in care navigation in order to signpost you to the most appropriate service. By signposting we can ensure that GP and Advanced Clinical Practitioner appointments are being booked by those patients who need them the most.

Care Navigation uses **Signposting** to help Patients
receive the **Right Care**
from the **Right Professional**
at the **Right Time**

All Patient Service Advisors (formerly Reception) have been trained to Care Navigate and will ask you some questions about the reason for your appointment. They will follow a protocol and WILL NOT MAKE CLINICAL DECISIONS. All staff adhere to rules of confidentiality at all times.



**IF YOU NEED TO SEE YOUR GP
YOU WILL STILL BE ABLE TO DO SO**

[RIGHT CARE RIGHT PLACE](#)

Across Greater Manchester the demand for healthcare services remains very high. This pressure is being felt across General Practice and community services, as well as in our Acute trusts, with our Emergency Departments and ambulance services highly pressured. Although health services remain at high demand it is important people continue to access care when they need it. In addition to accessing services where and when invited, such as vaccines, health checks, and screening appointments, there is also information on the range of routes to access care and advice at [Right Care Right Place \(tameside.gov.uk\)](http://tameside.gov.uk).

Those who require advice or treatment for urgent, but not life-threatening, medical issues should continue to seek NHS support via the [NHS 111 online](http://NHS111online) or telephone service as the first port of call. NHS 111 has full knowledge of and access to local services and can arrange the right care in the right place depending on an individual's needs, including booking appointments in the Emergency Department, other urgent care services and community pharmacies, or arranging an ambulance if this is needed.

People requiring urgent mental health support can find their local 24/7 NHS urgent mental health helpline and other support options at nhs.uk/urgentmentalhealth.

Community pharmacies are also providing a wide range of services, including consultations for minor illnesses. They also provide support for managing new medicines following discharge from hospital to help reduce readmission.

Evening and Saturday appointments are available through General Practice across Tameside via your Primary Care Network, you can find out more about these appointments via your General Practice reception.

Ambulance and A&E services remain available for those who require emergency care.