

Albion Medical Practice

Patient Newsletter

September - October 2024

Patient Online Access:

We are aware that access to the practice is not as easy as it should be and are working to improve this. It is often very difficult for people to get through to us on the phone which is a source of concern for all of our patients. We currently deal with up to 400 calls per day. We estimate that up to 70% of these calls are people contacting us to ask if their prescription has been issued.

We really need your help with this. It would help the practice enormously if you would download the NHS app and use this to request your prescription, check if it has been issued and view test results. This will reduce the volume of calls to the practice and allow us to deal with people who are unwell. You can google 'NHS App' or follow this link <https://www.nhs.uk/nhs-app>

There are two types of access:

Basic access - which you get when you download the NHS App as mentioned above ie problems, medications, allergies.

Full access - this includes problems, medications, allergies, coded records, test results, documents. If you would like full access you need to call into reception to fill out a form and produce photo ID ie driving license or passport.

Flu Campaign 2024/25:

We will be commencing this year's Flu Vaccination Campaign from the beginning of October this year, as per the guidance from the Department of Health.

Please support your GP Practice and book your flu vaccination with them. Funding from these vaccinations helps us to pay for staff and services for patients. When you go elsewhere for your flu vaccination, it can have a huge detrimental effect on our finances and restricts our ability to fund key members of staff.

You can book your flu appointment online. These appointments are available to book now. If you do not have online access, you can ring the practice after 2pm to make an appointment.

PLEASE SUPPORT YOUR LOCAL PRACTICE AND HAVE YOUR FLU JAB WITH US

RSV (Respiratory Syncytial Virus) Vaccinations:

Who should have the vaccination?

- Everyone turning 75 on or after the 1st September 2024. You can have the vaccine up to the day before you turn 80.
- Pregnant women from 28 weeks gestation.

What is RSV?

RSV is an infectious disease of the airways and lungs. RSV infection often causes symptoms similar to a cold, including cough, sore throat, sneezing and runny or blocked nose. It can also make you become wheezy or short of breath and lead to pneumonia and other life-threatening conditions.

There is no specific treatment, and most infections will get better by themselves. RSV can be more severe in people with medical conditions such as heart or lung disease or a weakened immune system.

The best way to protect yourself is to have the vaccine. A single dose is expected to give you good protection for a few years. **Appointments are available to book now.**

Autumn Covid Vaccination Clinics:

All 'at risk' patients can now book their autumn Covid vaccinations at Stamford House Surgery, Princess Street, Ashton-under-Lyne.

The clinic dates are:

Sunday 6th October 10am - 1.30pm

Sunday 13th October 10am - 1.30pm

Sunday 20th October 10am - 1.30pm

Appointments are bookable via the online National Booking System, please make sure you select Stamford House as the site.

For patients who do not have access to online services you can ring the Covid Helpline at Stamford House on 07859 591 094.

Please support your local GP Practices and book your Covid vaccination at Stamford House. Thank you.

Urgent On the Day Appointments:

Our emergency on the day appointments with our Advanced Clinical Practitioner's release at 08:00 every morning when our phone lines open. Our GP appointments are all pre-bookable in advance, you cannot book an on the day GP appointment.

Going forward and as of Monday 29th July 2024, it will not be possible to walk-in and get an urgent appointment at this practice. All urgent on the day appointment requests must be made by telephoning the practice.

We appreciate there can be long wait times on the telephone and after receiving feedback, we are working hard to ensure we monitor staffing levels at peak times to ensure your call is answered as quick as possible.

Dani's Digital Drop-In Sessions:

Our Reception Manager Danielle will be offering regular drop-in sessions to help patients to navigate our online services. If you need help with signing up to online services or using the Apps Danielle will be on hand to provide help and assistance. We will keep you posted once they have been set up.

Re: New Community Pharmacy First Service – helping to reduce pressures on General Practice

Most pharmacies can help you with seven conditions without needing a GP appointment:

Community Pharmacy England has agreed the launch date **31st January 2024** for the New Pharmacy First Advanced Service, this service includes providing advice and NHS-funded treatment, where appropriate, for the following seven common conditions listed below.

- Sinusitis for adults and children aged 12 years and over,
- Sore throat for adults and children aged 5 years and over,
- Acute otitis media for children aged 1 to 17 years,
- Infected insect bite for adults and children aged 1 year and over,
- Impetigo for adults and children aged 1 year and over,
- Shingles for adults aged 18 years and over,
- Uncomplicated urinary tract infections in women aged 16 to 64 years,

Visit your Pharmacy First!

Polite Request:

We have had a recent rise in patient's being abusive to our staff. Please remember our staff are here to do their best. It isn't their fault there is not enough appointments, or that they have all been booked and the only option is the walk-in centre. Shouting and being verbally aggressive will only get you a warning letter as per our Zero Tolerance Policy. Please be kind to our staff.

Is My Prescription Ready??

Please don't ring reception to ask if your prescription is ready. If you ordered over 48 hours prior, please ring your pharmacy to see if it is ready. Better still, sign up to their automatic texting service, which will text you when your prescription is ready to collect.

Contacting the practice by email:

Please do not email the practice requesting an appointment. This is not something which can be dealt with via email and will not be actioned.

Our current email address for prescription requests is:

gmicb-tameside.prescriptionsalbionmedical@nhs.net

Appointment Activity:

In August 2024, we:

- completed 2473 appointments across our GP's, Trainee's and Nursing Team.
- Total number of patients who did not attend (DNA) = 91
- Number of patients with multiple DNA's = 5
- Number of appointment hours lost due to patients who DNA = 23 hours

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.

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.

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://nhs.uk) 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.