



February/ March
2018

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Medication reviews

You may have noticed over the last few months that you have received a letter with your repeat prescription asking you to make appointments for blood pressure checks or bloods etc. The reason for this is that with some medication you should have your bloods/blood pressure etc. checked on a yearly basis to ensure that the medication isn't having an adverse effect on your body and that you are on the correct dosage. If you are over 80 it is recommended that you have these bloods/blood pressure taken every 6 months.

Whilst we appreciate that it can be unpleasant/inconvenient to come in for blood tests these tests are essential to ensure that you are on the correct medication/dosage and that the medication itself isn't having adverse effects on you. We do ask that you make an appointment to have any of the tests you have been asked to have before you request your next repeat prescription. This is to ensure that there is not a delay in you getting your repeat medication. If you wish to discuss your medication or any of the tests that you have been asked to have in your medication review letter from the surgery please contact us and we will arrange for our Pharmacist to telephone you to discuss.

Fit Notes to cover sickness

If you are off work due to illness then you must self-certify for the first 7 days of your illness. This form is obtained from either your employer or from the www.gov.uk website.

If after the 7 days you are still unable to return to work due to illness then you can request a sick note from your GP. The GP is however, only able to provide a sick note if they have seen you regarding the illness.

If you have been seen about your illness and need a sick note simply call the surgery and ask for a sick note from the GP. Please note that the GPs ask for 48 hours for this. If you have not been seen by a GP and are still unwell after the first 7 days you will need to ring at 8.30am for an emergency appointment for the GP.

Care Navigators at Colwall Surgery

Understanding how the NHS care system works is difficult particularly when you are unwell and not feeling at your best. Consequently, it is easy for people to use Primary Care and their GP or the local Accident & Emergency Department as a first port of call and they are a common alternative for those that have difficulty accessing the services that they need. However, the GP or A&E may not be the best place for people to go for any care needs they require. Consequently, there is a need to support people in getting to the right service first time. As well as Primary Care and GP Services, there are many third sector, voluntary and direct access services that are not well known. In Herefordshire, Receptionists from every surgery have received training to equip them with the knowledge and skills to help ensure patients get the right care in the right place through the use of Care Navigation. Care Navigation is a tried and tested model of care that improves access to primary care services for patients and reduces GP pressures all in one. It allows frontline staff to provide patients with more information about local health and wellbeing services, both within and outside of primary care, in a safe, effective way. Care navigation offers the patient 'choice not triage' to access the most appropriate service first which as we know, isn't always the GP.

Care Navigation will be launched throughout Herefordshire over the next few months following an initial pilot. So, the next time you telephone the surgery asking to make an appointment to see the GP, please remember that the Receptionists, or Care Navigators as they will become, are NOT being nosy. When they ask you specific questions, they want to help you to get the right care in the right place. Resources within the NHS are scarce and we all have a duty of care to ensure that they are used efficiently and appropriately. Please help us to achieve that goal. However, if you really don't want to discuss something personal with the Care Navigator, that is your choice and you will still be able to see the GP if that is what you decide you need to.

NO Shows

31 appointments were wasted in December and January.

9 of these appointments were with Dr Newey.

Over 5 hours of GP & Nurse time wasted.

This time could have been used by someone else who needed an appointment. Please cancel your appointment if you no longer need it.

If you have a mobile phone please do let us know your number, as we can send appointment reminders by text.

Repeat Prescription Requests

Due to the volume of requests for prescriptions that we are currently receiving each day, it can take up to 48 working hours for your prescription to be available. Please bear this in mind when ordering particularly as we approach the Christmas period.

We can do repeat prescriptions up to a week before you are due to run out of medication. If however, you are going to be away when your medication runs out we are happy to do your prescription early as long as you make us aware of this.

Introducing the GP's currently working alongside Dr Newey at Colwall Surgery
 As I am sure you are aware we have several GP's currently working regularly at the practice. Below is a list of our regular GP's, if they specialise in a particular area and also what days they normally work

Dr Tim Barling—Muscular Specialist—he does joint injections and is the GP to see for any joint/back pain etc. Dr Barling works every Tuesday

Dr Alex Brennan— Minor Operations— If you are concerned about lesions etc. then Dr Brennan does a Minor Operation clinic every other Wednesday in the morning only. In the first instance you should book an appointment with any GP to examine the problem and they will advise you if this can be done in our Minor Operation clinic. Please note we do not freeze verruca's in general practice but there is a leaflet available giving you advice on what you can do to get rid of them.

Dr David Collyer—normally works Mondays and Fridays

Dr Andrew Christy— normally works Wednesdays

Telephone appointments—if you need to discuss any blood/x-ray results etc. Unless the GP that you saw originally has asked you to speak to them for the results then you can make a GP telephone appointment with any of the GP's to discuss this as all your information will be on your medical records.

Do you feel stressed, anxious or depressed?

Let's Talk can help you

You are not alone: stress, anxiety, or depression are some of the most common problems that affect thousands of people every day. We all go through difficult times but these can sometimes begin to affect our daily life - from time to time everyone needs to talk. **Let's Talk** is an Improving Access to Psychological Therapy service (IAPT). It is free, and is provided by your local NHS; it offers information, guidance and therapy during times when you feel stressed, anxious or depressed.

It is important to recognise early signs that you are not yourself so, whether you experience difficulties yourself or when supporting someone else, **Let's Talk** is your first step to getting help. **NO NEED FOR A GP REFERRAL.**

Let's Talk works in three ways - website - telephone - courses

- **website:** <http://www.talk2gether.nhs.uk/> **Guided Self Help Or**
- **telephone 0800 073 2200** between 9:00am and 5:00pm Monday to Friday; a **Let's Talk** counsellor will talk through your difficulties with you (maybe through one or two telephone conversations) and together you can decide the best next step. Or
- **Courses** are available at a college, or on your home computer; you can also attend one of their emotional wellbeing courses. Information when and where these courses are held is on the website –
- or phone the **Let's Talk** number above.
- **Continued Assessment** If you are continuing to struggle, **Let's Talk** will discuss additional ways to help.

The first step is to know what help is available.

QUICK CONTACT GUIDE

Colwall Surgery:	01684 540323
NHS 111 (Out of Hours):	111
Taurus Healthcare:	0800 121 7221
 (3 Options)	111
	01684 540323
District Nurses Team (Ledbury):	01432 340949
Minor Injuries Unit (MIU)	
Ledbury:	01531 632488
Malvern:	01684 612619
Hospitals:	
Alexandra Hospital Redditch:	01527 503030
Gloucester Royal Hospital:	01452 528555
Hereford County Hospital:	01432 355444
Ledbury Community Hospital:	01531 632488
Malvern Hospital:	01684 612619
Worcester Royal Hospital:	01905 763333
Dental Access Units:	
Gaol St Clinic Hereford:	01432 378920
Malvern:	01684 612754
Worcester:	01905 724633
Sexual Health Clinics:	
Hereford:	01432 266908
Moor St Clinic Worcester:	01905 681639
Herefordshire CCG:	01432 260618
CQC:	03000 616161
Healthwatch:	01432 364481
NHS England Regional Team:	01922 603150
Other Useful Numbers:	
Age Concern (Ledbury):	01531 631280
Age Concern (Worcester):	0800 008 6077
Carers UK Helpline:	0808 808 7777
Herefordshire Carers Support:	01432 356068
Worcestershire Carers :	0800 389 2896
Colwall Care Scheme:	01684 540196
Dial-a-Ride (Ledbury):	01531 635503
Dial-a-Ride (Malvern):	01684 891121
Let's Talk Herefordshire	0800 073 2200



Taurus Healthcare

Want to see a GP for a routine or urgent appointment in the evening or at the weekend?....

We are able to offer patients this service with Taurus Healthcare Ltd which is a GP Federation set up by the GP' of Herefordshire to provide additional medical services to patients & have access to your medical record. Taurus

were successful with their bid for the Prime Minister's Challenge Fund and there are now 3 Primary Care Hubs open in the County that provide GP, Practice Nursing & Healthcare Assistant services to all Herefordshire patients during evening and weekends.

This means that all Herefordshire patients will have access to a Primary Care Service offering both GP and Nurse appointments 6pm and 8pm weekdays and 8am to 8pm weekends. The hub locations are in Ross-on-Wye, Leominster and Hereford . The Hereford Hub is open between 6pm and 8pm on weekdays and 8am to 8pm on weekends at South Wye Medical Centre (at Asda), Ross-on-Wye Hub is open weekends from 8am-12pm (at Pendeen Surgery) and Leominster Hub is open weekends 8am-12pm (at Westfield Walk Surgery. To book an appointment at any of the hubs you can either: phone 0800 121 7221; or contact the surgery in the normal way and we can book an appointment for you (between 8am & 6pm Mon-Fri); or contact NHS 111 by phoning 111 and asking for a Taurus appointment.