

NEWS LETTER

January 2015

St Andrews House

www.standrewshousemedicalcentre.co.uk

[Facebook.com/standrewshouse](https://www.facebook.com/standrewshouse)

Thank You

We would like to thank you for all your kind gifts and cards over the Christmas and New Year Periods. We have now all booked in with Suzanne (HCA) for the weight management clinic.



The University of Manchester

Training Practice

The Undergraduate students have now finished with us for this year, thank you to all patients who have allowed them to sit in your appointment. They have learnt a lot of useful skills whilst with us and we thank you again for helping mould the future doctor.

DNA Figures:

October Nurse: 42 HCA: 27 Doctors: 74

November Nurse: 46 HCA: 26 Doctors: 60

December Nurse: 33 HCA: 44 Doctors: 62

Please remember to **Cancel** your appointment if you are unable to make it. If the surgery has an up-to-date mobile number for you we can text you a reminder about your appointment the day before. You can also cancel your appointment by text too.

Surgery's General

Opening Times

Monday	8am –6.30pm
Tuesday	8am - 8.00pm
Wednesday	8am- 6.30pm
Thursday	8am -6.30pm
Friday	8am -6.30pm
Weekends	see winter weekend clinics

WINTER WEEKEND

CLINICS

Available: 9AM –1PM

← Saturday 3rd January →

Sunday 4th January

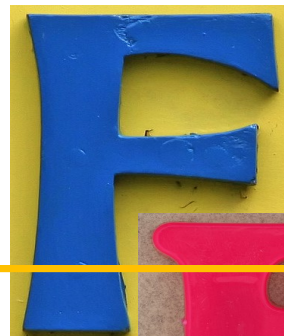
← Saturday 10th January →

Sunday 11th January

Saturday 17th January

Sunday 18th January

All clinics are available for GP routine appointments, Urgent appointments. Urgent Visits (where applicable) Telephone access and prescription /sick note collection.



Friends and Family Test

Have you completed our friends and family test cards? Would recommend us to a family member or friend based on the treatment you have received today?

Fill in a form today and keep an eye out for the results.

	Choking, Chest pain, Blacking out, Blood loss.	A&E or 999 Emergencies only
	Cuts, Sprains, Itches, Ssprains.	NHS Walk-in Centres
	Vomiting, Ear pain, Stomach ache, Back ache.	GP Surgery
	Diarrhoea, Runny nose, Painful cough, Headache.	Pharmacy
	Unwell? Unsure? Confused? Need help?	NHS Direct
	Hangover, Grazed knee, Sore throat, Cough.	Self-care

Feeling ill?

January 2015

If your feeling ill and the surgery isn't open. Please Choose Well when seeking medical care. DID YOU KNOW—your local pharmacy can help with treating and prescribing for minor illnesses. If your illness can not wait until the surgery reopens then please call Out of Hours GOTODOC 0161 336 5958. In an EMERGENCY please call 999

<http://www.choosewellmanchester.org.uk>

Welfare Rights



As part of healthier together. Welfare Right are running a pilot service in GP Practices where a Member of the Welfare Rights Team will be in Surgery every Friday to help you with problems such as Debit, Benefits and Bills. You can see her by booking an appointment with the reception team.

Infographic with speech bubbles: Help, Advice, Bills, Debt, Benefits. Text: "Do you need advice about benefits or bills? We can check you are getting the right benefits, advise on tax credits entitlement, help you to appeal a benefits decision, advise on debt issues. Advice sessions delivered from this surgery by Tameside MBC Welfare Rights Service. Ask at reception for details." Logo: Tameside Metropolitan Borough, Benefits and Welfare Rights, Clinical Commissioning Group.

Dry January

Can you stay of the booze for 31 days? Let us know how you got on but if you need help, please just ask.

You know you can do it.



Know your

Appointments:

Urgent Appointments: Urgent same day appointments are for patients who need to see a doctor on the day due to an Acute (immediate) problem.

Urgent appointments are NOT for SICK NOTE REQUESTS or PRESCRIPTION REQUESTS.

If you need a sick note or want to request a prescription then please ask the reception team who will deal with this request for you.

Routine Appointments: Routine Appointments can be booked as far in advance as the appointment book is on the system. Please note that if you want to see a particular doctor you may have to wait a little longer for this appointment. It is recommended that if the doctor wishes to see you again in a certain period of time, you book this appointment when you leave the consultation.

Online Access

You can already order repeat prescriptions online but by 31 March 2015 you will be able to book appointments, view your basic medical record and order your prescription on line—ask reception for more details.

