

PATIENT NEWSLETTER

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INTRODUCTION

Dear Patients

Welcome to our Autumn newsletter for 2022.

Staff News

- **We have welcomed a new receptionist to the practice—Mia.**
- **It is with sadness that we say goodbye to our practice nurse Jenny, We wish her well and she will be missed.**
- **We have welcomed a new PCN Paramedic to the practice—Chris**

DNA FIGURES

In October 2022 there were 401 appointments that were DNA'D.

Is this why you are unable to get an appointment?

Please give us as much notice as you can if you are unable to make your appointment so that we can offer it to other patients.
Tel:01204 661600



Christmas Opening Times

Saturday 24th December 2022—OPEN
 Sunday 25th December 2022—CLOSED
 Monday 26th December 2022—CLOSED
 Tuesday 27th December 2022—CLOSED
 Wednesday 28th December 2022—OPEN
 Thursday 29th December 2022—OPEN
 Friday 30th December 2022—OPEN
 Saturday 31st December 2022—OPEN
 Sunday 1st January 2023—CLOSED
 Monday 2nd January 2023—CLOSED
 Tuesday 3d January 2023—OPEN



Adult FLU Vaccine 2022

Our Flu Vaccines clinics started in September and so far we have vaccinated 1346 patients.

Flu vaccination is safe and effective. It's offered every year through the NHS to help protect people at risk of getting seriously ill from flu.

Flu vaccination is important because, while flu is unpleasant for most people, it can be dangerous and even life threatening for some people, particularly those with certain health conditions.

The best time to have your flu vaccine is in the autumn or early winter before flu starts spreading. But you can get your vaccine later.

WHERE TO GET THE FLU VACCINE

You can have the NHS flu vaccine at:

- your GP surgery
 - a pharmacy offering the service – if you're aged 18 or over
 - some maternity services if you're pregnant
- Sometimes, you might be offered the flu vaccine at a hospital appointment. If you have a flu vaccine at any NHS service except your GP surgery, you do not have to tell the surgery to update your records. This will be done for you. If you've been given a flu vaccine privately, or through an occupational health scheme, you can tell your GP surgery if you would like it added to your NHS record.

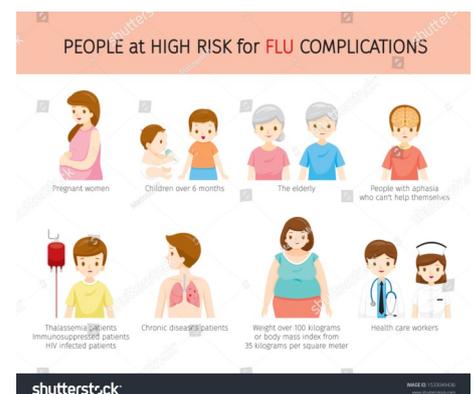


The flu vaccine is given free on the NHS to adults who:

- are 50 and over (including those who will be 50 by 31 March 2023)
- have certain health conditions
- are pregnant
- are in long-stay residential care
- receive a carer's allowance, or are the main carer for an older or disabled person who may be at risk if you get sick

live with someone who is more likely to get a severe infection due to a weakened immune system, such as someone living with HIV, someone who has had a transplant, or is having certain treatments for cancer, lupus or rheumatoid arthritis.

Please contact the surgery to book in for your flu vaccination



CHILDREN FLU 2022

The children's nasal spray flu vaccine is safe and effective. It's offered every year to children to help protect them against flu.

WHO SHOULD HAVE THE NASAL SPRAY FLU VACCINE

The nasal spray flu vaccine is free on the NHS for:

- children aged 2 or 3 years on 31 August 2022 (born between 1 September 2018 and 31 August 2020)
- all primary school children (Reception to Year 6)
- some secondary school aged children
- children aged 2 to 17 years with long-term health conditions
If your child is aged between 6 months and 2 years and has a long-term health condition that makes them at higher risk from flu, they'll be offered a flu vaccine injection instead of the nasal spray.

This is because the nasal spray is not licensed for children under 2 years old.

The nasal spray vaccine offers the best protection for children aged 2 to 17 years. They'll be offered a flu vaccine injection if the nasal spray vaccine is not suitable for them. Injected flu vaccines are also safe and effective.

Please contact the surgery to book your child in.



Correct details

Have we got your correct details?

Has the hospital got your correct details?

NHS services are currently using a lot of telephone consultations, both the clinicians here and the consultants at the hospital are using telephones as a way of conducting reviews.

Please make sure that we have your correct contact details and that if you are awaiting contact from either ourselves OR the hospital then you stay near the telephone and ensure you are available to take the call.

SPLW –Social Prescriber Link Worker

Social prescribing enables GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services to support their health and wellbeing.

Social prescribing is designed to support people with a wide range of social, emotional or practical needs, and many schemes are focused on improving mental health and physical wellbeing. Those who could benefit from social prescribing schemes include people with mild or long-term mental health problems, people with complex needs, people who are socially isolated and those with multiple long-term conditions who frequently attend either primary or secondary health care.



CPCS - Community Pharmacist Consultation Service

The NHS Community Pharmacist Consultation Service (CPCS) was launched by NHS England on the 29 October 2019, to facilitate patients having a same day appointment with their community pharmacist for minor illness or an urgent supply of a regular medicine, improving access to services and providing more convenient treatment closer to patients' homes.

The service is helping to alleviate pressure on GP appointments and emergency departments, in addition to harnessing the skills and medicines knowledge of pharmacists. Should the patient need to be escalated or referred to an alternative service, the pharmacist can arrange this.



KEEP WARM THIS WINTER

Cold weather can affect your health. Keep your self well and your home warm during winter.

When the temperature drops to below 8c, some people are at increased risk of: Heart attack , Stroke , Flu, Pneumonia, Falls and injuries , Hypothermia

Look in on a vulnerable neighbour and relative and those with heart or breathing problems. Make sure they are safe and well , are warm enough especially at night, they have stocks of food and medicine so they don't need to go out during the cold weather

Protecting your Health In the cold weather–

- Find out if you can get the flu jab for free on the NHS
- wear several layers of clothes rather than one chunky layer – clothes made from cotton, wool or fleecy fibres help to maintain body heat
- use a hot water bottle or electric blanket to keep warm in bed – but don't use both at the same time
- have at least one hot meal a day – eating regularly helps keep you warm; and make sure you have hot drinks regularly
- try not to sit still for more than an hour or so indoors – get up and stretch your legs
- stay active – even moderate exercise can help keep you warm
- wrap a scarf loosely around your mouth when outdoors – add a hat and wear shoes with a good grip, too. If you have a heart or respiratory problem, stay indoors during very cold weather

keep warm keep well!



OUR STAFF

Management:

Tracy (Practice Manager)

Anne (Assistant Practice Manager)

Carol (Reception Supervisor)

Receptionists:

Abigail

Fatima

Nasima

Catherine

Tristan

Mia

Asha

Admin Team:

Sharon

Michelle

Felicity

Yumna

Lesley

Nursing Team:

Jenny (Practice Nurse)

Gemma (Practice Nurse)

Alison (Assistant Practitioner)

Sandip (Health Care Assistant)

Nurse Practitioners:

Diana

Useful Contact Numbers

Appointments at RBH—390400

Treatment Room for minor injuries—462626

Community Podiatry—462626

Pregnancy, Self refer to midwives—390023

Mental Health problems—483100

School aged Children—contact your school and ask for your School Nurse's number

NHS 111 Bowel Screening—0800 707 6060

Patient Services at RBH—390812



VectorStock

VectorStock.com/25659503

Shingles Vaccination

A vaccine to prevent shingles, a common, painful skin disease, is available on the NHS to people in their 70s.

Shingles can be very painful and uncomfortable. Some people are left with pain lasting for years after the initial rash has healed. Shingles can also be fatal for around 1 in 1,000 over-70s who develop it.

It's fine to have the shingles vaccine if you've already had shingles. The shingles vaccine works very well in people who have had shingles before, and it will boost your immunity against further shingles attacks. Your GP will tell you how long to wait after you recover from shingles before having the shingles vaccine. This may be up to 1 year.

Public Health England

NHS

Shingles vaccination



Pneumococcal Vaccine

There are 4 groups of people who are advised to get vaccinated against pneumococcal infections:

- Babies
- People aged 65 and over
- Anyone from the ages of 2 to 64 with a health condition that increases their risk of pneumococcal infection.
- Anyone at occupational risk, such as welders.

HPV Vaccine

Girls and boys aged 12 to 13 years (born after 1 September 2006) are offered the human papillomavirus (HPV) vaccine as part of the NHS vaccination programme.

The HPV vaccine helps protect against cancers caused by HPV, including:

cervical cancer, some mouth and throat (head and neck) cancers and some cancers of the anal and genital areas

It also helps protect against genital warts.

Please visit <https://www.nhs.uk/conditions/vaccinations/hpv-human-papillomavirus-vaccine/> - for more information

APPOINTMENTS

Here at Swan Lane Medical Centre we are open Monday–Friday 8 am–6.30 pm and Saturday mornings 8 am–12:15 noon.

During these times we offer:

- A range of routine GP appointments bookable 9 weeks in advance.
- Urgent on the day assessment with the Nurse Practitioners.
- A range of Nursing Staff appointments through each day

We appreciate that the appointments available cannot always suit your personal commitments but can assure you that the number of appointments offered are in line with practices in Bolton.

In the last 12 months the practice has provided patients with 53546 appointments, of these appointments 33365 (63%) were face to face consultations and 19678 (38%) of the appointments were provided on the same day.

Additionally we are able to offer GP and Nurse appointments at weekends and on Bank Holidays via a scheme run by Bolton GP Federation. These appointments are offered at Southbrook Surgery and are available weekdays 6:30pm–9:30pm and Saturdays.

Please feel free to ask the Receptionists about the appointment availability over weekends should this suit you better.

Our phone lines are very busy especially at 8am in the morning. If your call is not urgent and can wait please ring later in the day.

Please be patient with the receptionist they are doing the best they can and will always do their best to help you.



OUR STAFF (CONTINUED)

Doctors

Dr P Nixon

Dr M Arya

Dr M Choksi

Salaried GP

Dr Z Member

Extended Roles

Simon (MSK)

Emily (MSK)

Elaine (Mental Health Practitioner)

Paul (TAPP)

Graham (pharmacist)

Fehmida (Pharmacist)

Becky (Pharmacist)

Zubeda (HIP)

Declan (Paramedic)

Chris (Paramedic)

BREAST SCREENING

When you'll be invited for breast screening and who should go

Anyone registered with a GP as female will be invited for NHS breast screening every 3 years between the ages of 50 and 71. You'll get a letter in the post inviting you.

If you have not been invited for breast screening by the time you are 53 and think you should have been, contact your local breast screening service. 01204 390454

Breast screening is currently being rolled out for eligible women in our surgery.

What breast screening is

Breast screening uses X-rays called mammograms to check your breasts for signs of cancer.

It's done by female health specialists called mammographers.

How breast screening can help

Regular breast screening is one of the best ways to spot a cancer that is too small to feel or see.

Breast screening saves around 1,300 lives each year in the UK.

Finding cancer early can make it:

- more likely that treatment will be successful
- less likely you'll need to have a breast removed (mastectomy)

- more likely you'll be cured

You can have breast screening whatever size or shape your

Be Breast Aware

How to reduce your risk of breast cancer

A number of changes to your lifestyle can significantly reduce your risk of breast cancer including:



Having children, especially at a younger age, and breastfeeding



Reducing your weight if overweight or obese



Increasing your physical activity



Reducing your alcohol intake



Avoiding HRT or oral contraception where possible



Having regular breast cancer screening from age 40+, depending on your risk

**CHECK4
CANCER**

It could save your life

0800 085 6663 www.check4cancer.com

BREAST SCREENING

Who can get breast cancer

Anyone can get breast cancer. This includes women, men, trans and non-binary people.

It's the most common type of cancer in the UK.

The chance of getting breast cancer increases as you get older. Most breast cancers are diagnosed in women over 50 years old.

that are not normal for you, see a GP straightaway.

How breast screening is done

Breast screening is usually done by 1 or 2 female mammographers. You can ask them about any questions or concerns you have.

1. You'll need to undress, in a private changing area, so you are naked from the waist up. You may be given a hospital gown to put on.
2. You'll be called into the X-ray room and the mammographer will explain what will happen.
3. The mammographer will place your breast onto the X-ray machine. It will be squeezed between 2 pieces of plastic to keep it still while the X-rays are taken. This takes a few seconds and you need to stay still. Your breast will be taken off of the machine afterwards.
4. The X-ray machine will then be tilted to one side and the process will be repeated on the side of your breast.
5. Your other breast will be X-rayed in the same way.
6. You will then return to the changing area to get dressed.

Your results will be sent to you in the post.

A lot of our patient are currently being booked in by Royal Bolton Hospital , they will contact you directly when it is time for your appointment.

Checking your breasts

As well as going for regular breast screening, it's important you know how your breasts normally look and feel. Cancers can develop between mammograms.

If you notice any changes in your breasts that are not normal for you, see a GP straightaway.

*FOR MORE
INFORMATION YOU
CAN VISIT -*

**[https://www.nhs.uk/
conditions/breast-
screening-
mammogram/](https://www.nhs.uk/conditions/breast-screening-mammogram/)**

ONLINE CONSULTATIONS

Online consultations is up and running on our surgery website.

Online consultations is a facility where you can fill in an form online about a health issue. You can use your smartphone, tablet or computer to have an online consultation.

Once you have answered the questions in the online form you will then receive an acknowledgement and that your request has been sent to the surgery. The surgery will then action your request and you will hear from a member of the team within **48 hours** with what will happen next ie. phone or video consultation, or maybe contact from a Nurse or confirmation that your prescription is ready or has been forwarded to the chosen Pharmacy.

See our practice website for more details

<https://www.swanlanemedicalcentre.nhs.uk/>

Contact our practice
**Use our online
consultation**

Tell us about your problem and request medical advice and we'll respond promptly within our online consultation hours.



GET STARTED