



Winter 2017/18

Kiltearn NEWS

Keeping our Patients informed and involved

CHRISTMAS OPENING TIMES

Wednesday, 20 December 2017	7:00a.m. - 6:00p.m.
Thursday, 21 December 2017	8:30a.m. - 8:00p.m.
Friday, 22 December 2017	8:30a.m. - 6:00p.m.
Saturday, 23 December 2017 (No Saturday Opening)	CLOSED For emergencies call 111
Christmas Eve	CLOSED For emergencies call 111
Christmas Day	CLOSED For emergencies call 111
Boxing Day	CLOSED For emergencies call 111
Wednesday, 27 December 2017 (No Early Morning Opening)	8:30a.m. - 6:00p.m.
Thursday, 28 December 2017 (No Evening Opening)	8:30a.m. - 6:00p.m.
Friday, 29 December 2017	8.30a.m. - 6:00p.m.
Saturday, 30 December 2017 (No Saturday Opening)	CLOSED For emergencies call 111
New Years Eve	CLOSED For emergencies call 111
Monday, 1 January 2018 (Public Bank Holiday)	CLOSED For emergencies call 111



Help us to help you by embracing Self Care this Winter

You can be fighting off many minor illnesses this winter yourself, at home, by embracing Self Care for Life.

What is Self Care?

Self care is about keeping fit and healthy, understanding when you can look after yourself, when a pharmacist can help and when to get advice from your GP or another health professional. If you have a long-term condition, self care is about understanding that condition and how to live with it.

What are the steps I can take?

Dr Annabel London, GP Partner, said: "Knowing about self care means when you start to get those early symptoms of minor conditions like coughs, colds and sore throats, you can start tackling it straight away. You don't need to wait to book a GP appointment to then be sent to your pharmacist, you can start getting better sooner, using the over-the-counter medicines you can purchase from a pharmacy." more information can be found at www.kiltearnmedicalcentre.nhs.uk/do-you-think-pharmacy/

If you do fall ill and are treating your symptoms with over-the-counter medicines, it's also important to know how long it will take for it to clear.

- Ear infection, around four days
- A sore throat, around a week
- A cold, 10 days
- Sinusitis, around two and a half weeks
- A cough, three weeks



Your local pharmacy can provide confidential, expert advice and treatment for a range of common illnesses and complaints. Pharmacists are qualified to give advice on a range of conditions, are experts on medicines and can advise people on whether they need to call or visit another NHS service. Over-the-counter medications can go a long way to help treat things like norovirus (Vomiting and diarrhoea), coughs, colds, sore throats, upset stomach and aches and pains

If you need medical advice, but you're not sure where to turn, the NHS 111 telephone service is a FREE call number, provided by North West Ambulance Service and gives confidential health guidance and advice, 24 hours a day 365 days a year. NHS Choices www.nhs.uk - for advice

Saturday Morning Appointments

A gentle reminder for Patients who come into the Practice on a Saturday morning. All of our appointments every Saturday morning are pre-booked. This means that our clinicians can not accommodate any patients who walk into the Practice wishing to be seen.



If you need medical advice, but you're not sure where to turn, the NHS 111 telephone service is a FREE call number, provided by North West Ambulance Service and gives confidential health guidance and advice, 24 hours a day 365 days a year. NHS Choices www.nhs.uk - for advice

We also regret to inform you that we are unable to obtain signatures for prescriptions on a Saturday morning, due to not being able to interrupt the GP during surgery.



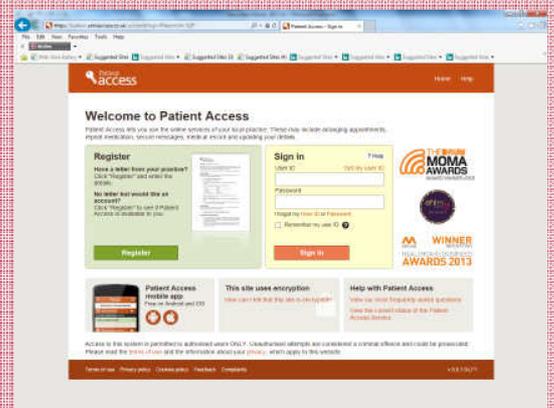
Reducing un-necessary trips to the Practice

Did you know that by registering for our online service, you can book appointments and order your prescriptions, without having to visit the surgery?

For the convenience of our patients the Practice has signed up to offering all patients this opportunity.

Visit: <https://patient.emisaccess.co.uk/> and bring in your photo ID to sign up.

Once you have ordered your prescription online, why not also take advantage of our Electronic Prescribing Service (EPS). EPS makes it possible for your prescriptions to be sent electronically to the pharmacy or dispenser of your choice.



NHS

Electronic
Prescription
Service

This means you'll no longer have to collect a paper repeat prescription from your GP practice – instead, you can go straight to the nominated pharmacy to pick up your medicines or medical appliances. Because your pharmacist has already received your electronic prescription, they may be able to prepare your items in advance. Check our website for details.
www.kiltearnmedicalcentre.co.uk

For your convenience, if you choose not to take advantage of the electronic prescribing service, your pharmacist can still collect your prescriptions from Kiltearn for you, and again your prescription can be prepared in advance. Ask your pharmacist for details.

Need URGENT



Dental Care ?

Local dental providers offer NHS Urgent Dental Clinics across Cheshire and Merseyside, with urgent appointments for patients who need urgent treatment, advice and support on dental queries or referral to other services.

If you need help with an urgent dental problem, call our Helpline, available from 9am to 9.30pm every day, including weekends and Bank Holidays.

Dental Telephone:

0161 476 9651 (LOCAL RATE)

Practice Closures

Protected Learning Time Closures (All Practices)

The Practice will be closed on the following dates from 1.00p.m. and re-open at 5.00p.m. This is so that staff training can take place.

Tuesday, 13 February 2018

Thursday, 22 March 2018

Thursday, 19 April 2018

Wednesday, 23 May 2018



***We apologise for any inconvenience caused to our patients.
If you need urgent medical advice, you should ring the NHS 111 service by dialling 111. Calls to this number are free.***

Staff News

Welcome

Introducing Dr Plamenna Mateva



Already such a popular figure at Kiltearn, we welcomed Dr Mateva to Kiltearn on 1 October 2017. Dr Mateva previously worked at Kiltearn 6 years ago, and has since been gaining experience working in Stoke on Trent and Crewe. She joins Kiltearn as a GP Partner.

She enjoys child health, women's health and looking into developing skills in dermatology and allergy.

She is married and has a son who is at University. In her spare time she focuses on keeping fit and looking after the family pets (2 beautiful cats).

Welcome Dr Mateva to the Kiltearn family.



Welcome to Faye Kowalewski, our new Health Care Assistant, who joined us on 17 October 2017. Faye is a Third Year Student and once she is qualified in September 2018, she will join Kiltearn and we will support her to train to become a Practice Nurse.



Farewell to

Rosie Till and Angela Kirkham. Rosie and Angela have both been with us for many years manning our reception and telephone lines. They have, however, both made the decision to move on to pastures new and we therefore, have to respect their wishes even though we miss them so much already!!

We send them lots of happiness for the future.





Research Team

UPDATE

*We welcome Jane Davies to our research team.
Jane will be working on all of our research projects, specifically supporting local GP practices to get involved in research.*

Many of you have taken part in our research activities and now it's your chance to tell us what you think!

The Clinical Research Network, North West Coast is conducting a Patient Research Experience Survey (PRES), and we would like your support.

On average 30,000 participants take part in clinical research each year across the North West Coast. PRES seeks to understand participant experiences of taking part in research in our region and forms part of a national initiative involving all NIHR Clinical Research Networks. The results will be used to inform future strategy to promote research to patients and the public

HOW TO GET INVOLVED

- 1. The survey can be completed by anyone who has taken part in research across the North West Coast, (the research can be either on-going or completed).**
- 2. It is anonymous; patients are asked which organisation they visited for their research appointments.**
- 3. The survey is open until 31st December 2017 and all results collected as part of the survey will be shared with each partner organisation. The results will also form part of a National PRES which will be published in 2018.**
- 5. You can use the link below to complete the survey**

<https://www.surveymonkey.co.uk/r/patient-research-experience>

- 6. You can request a paper copy of the survey from the research nurses, we then forward it on to the Clinical Research Network on your behalf**

For more information about the research activities at Kiltarn you can contact the Research Nurses; Janet Rhodes, Tracey Waller or Jane Davies on 01270 376925 or email

janetrhodes@nhs.net tracey.waller@nhs.net jane.davies33@nhs.net

As always a huge thank you to everyone who has given up their valuable time to contribute to the Research Activities at Kiltarn Medical Centre.



NEWSLETTER FEEDBACK FORM

Winter 2017/18

PLEASE TICK THE APPROPRIATE BOX

Did you enjoy reading the newsletter?

YES

NO

Did you find our newsletter informative?

YES

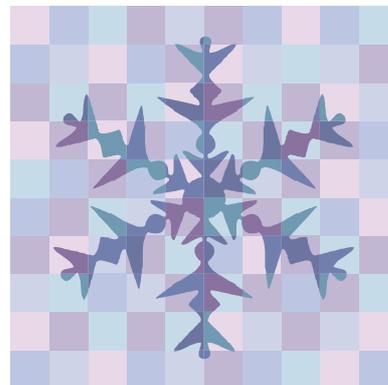
NO

Are there any particular issues you would like to be highlighted within the next newsletter?

Would you like to receive this Newsletter via e-mail? If so, please provide your name and e-mail address in the space below. Your details will be added to our e-mail list for future editions.

Please return to :-

Sarah Burchell
Patient Experience Manager
Kiltearn Medical Centre
Church View Primary Care Centre
Off Beam Street
Nantwich
Cheshire
CW5 5NX



Or leave at our Reception