

# Practice Newsletter

Issue 10 / December 2016

[www.wellway.co.uk](http://www.wellway.co.uk)



WELLWAY MEDICAL

*Best care from a great team!*

## CHRISTMAS AND NEW YEAR OPENING HOURS

Wellway surgeries will be closed on the public holidays during December and January (see below)  
Normal opening hours will apply on all other days



## NEW CLINICAL SYSTEM

A programme of transition to a common clinical system is underway for GP Practices in Northumberland. The 'Go Live' date for Wellway is Friday 13<sup>th</sup> January. Due to the need to transfer data to the new system, the Practice will be closed on two afternoons – please see below.  
We anticipate some short-term disruption to service but this will not affect patient care.

## PRACTICE TRAINING DAYS

The Surgery will be closed for staff training one afternoon per month during 2017. Please see below for the forthcoming dates. On these days, after 12 midday patients with routine problems will be asked to call back the following day. Patients with urgent medical problems which cannot wait until the following day can telephone 111 for advice and/or urgent appointments.



The Practice will be closed on the following dates:

|                                     |  |
|-------------------------------------|--|
| Thursday 15 <sup>th</sup> December  | Reception closed for staff meeting 1pm – 4pm       |
| Monday 26 <sup>th</sup> December    | Public Holiday                                     |
| Tuesday 27 <sup>th</sup> December   | Public Holiday                                     |
| Monday 2 <sup>nd</sup> January      | Public Holiday                                     |
| Friday 13 <sup>th</sup> January     | Closed from 12.30pm for Clinical system transition |
| Wednesday 18 <sup>th</sup> January  | Closed from 12.30pm for Clinical system transition |
| Tuesday 31 <sup>st</sup> January    | Reception closed for staff training 12 – 2.30pm    |
| Wednesday 15 <sup>th</sup> February | Reception closed for staff training 12 – 2.30pm    |



Wellway Medical has a patient participation group (PPG) that supports the practice on its mission to continuously improve. If you would like to join us, please contact Nicola Hankinson, PPG Coordinator, on 01670 502333, e-mail: [wellwayppg@gmail.com](mailto:wellwayppg@gmail.com) Ask for an application form at reception or complete our online application form via our website ([www.wellway.co.uk](http://www.wellway.co.uk))

### WELLWAY FLU CAMPAIGN 2016

As at 1<sup>st</sup> December we had delivered 4,723 flu immunisations to our patients. There are around 8,000 eligible patients so we still have some way to go to our goal of protecting all our patients. It isn't too late to be immunised, so please enquire at reception if you were sent a letter, but haven't had your flu jab yet!

For patients over 65, we have achieved 84.5% coverage - the second highest of the Northumberland practices. This is really good news for our vulnerable elderly population, and will reduce illness and hospital admissions.

**If you do not wish to have your flu jab this year, please let reception know so we can note this on your records.**



### Telephone Access Survey



Following several reports of problems with getting through to the surgery due to lines going dead or ringing unanswered, we recently conducted a patient survey to assess the extent of the problem. Thank you to those patients who took part. Out of 148 responses, 20% reported a problem getting through that day.

Some technical work was undertaken by BT and our IT support, so hopefully patients won't encounter such problems in the future.

Remember you can help us by avoiding ringing at busy times if your call is not urgent. Mondays and Fridays are busiest when we handle in excess of 500 calls on average.

If you do experience a problem, please let reception know the date and time the problem occurred, so we can log the issue again.

## WINTER HEALTH – LOOK AFTER YOURSELF!

|   |   |
|---|---|
| <p>It's the cold season...<br/>Protect yourself and others by sneezing into a tissue,<br/>binning it then washing your hands</p>  |    |
| <p>Your community Pharmacist can provide advice and<br/>treatment for a range of minor illnesses</p>  |    |
| <p>Have your flu jab...<br/>Stay well his winter - protect yourself and your family</p>   |    |
| <p>Look after yourself...<br/>Eat well to stay healthy</p>  |    |
| <p>Get outdoors...<br/>Wrap up warm and get outside for some fresh air and<br/>exercise</p>   |   |
| <p>Have a hearty breakfast....<br/>A warm bowlful of porridge on a cold morning is a<br/>delicious way to start your day and helps boost your<br/>intake of starchy foods and fibre</p>                   |  |
| <p>Watch that Christmas spending...<br/>Cash flow problems can become a source of stress.<br/>For advice visit <a href="http://www.stepchange.org">www.stepchange.org</a></p>                             |  |
| <p>Know your limits...<br/>Try to stay within recommended levels of alcohol<br/>intake during the party season<br/>visit <a href="http://www.nhs.uk/livewell/alcohol">www.nhs.uk/livewell/alcohol</a></p> |  |
| <p>And finally.....<br/>Relax - take some time out for yourself to ensure you<br/>have an enjoyable festive season</p>  |  |

*Best wishes for the festive season to all our patients, carers and their families from all the staff at Wellway Medical*

