



BERRY LANE MEDICAL CENTRE

NEWSLETTER

SPRING 2019

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WELCOME TO OUR SPRING 2019 NEWSLETTER

Please find our latest news and updates. If you have any queries or questions regarding the following information please do not hesitate to speak to a member of the reception staff. If there is anything you would like to see included in future newsletters please feel free to offer your suggestions.

STAFF NEWS

Dr Grace Metuh will be leaving us on Friday 8th March after successfully completing her GP training.

Dr Fatima Rizwan and Dr Scott Stirling will be leaving us on the 2nd April.

Dr Rizwan will be completing her GP training as a GP registrar in Chorley and Dr Stirling will be continuing his training in Paediatrics.

We would like to thank them for all their dedicated hard work at Berry Lane and wish them all every success for the future.

Dr Jacob Norman (FY2) will be joining us on Wednesday 4th April for four months.

DRS GRIFFIN, LAKELAND, GEE, MILLER, KALEEM AND ISAJI NEED TO KNOW WHY YOU NEED TO BE SEEN

The GPs at Berry Lane Medical Centre are introducing a new way of working and dealing with all of our requests to see a Doctor or a Nurse at the Practice.

We have asked the receptionists to ask if you would tell them a little about the problem you are presenting with. This is simply so they can direct you to the person who would be most suitable to help with your problem.

Of course, you don't have to do this, but it would help us to help you to ensure that you are treated appropriately. It may also reduce the amount of time that you have to wait to be seen.

Thank you very much.

ARE YOU A CARER?

Are you a carer for someone, or does someone care for you?

Please let one of our reception team know if you are a carer, you may be eligible for help and support through Carer's Link

Please visit www.carerslinklancashire.co.uk for more details

HELP US TO HELP YOU

Do we have your up to date contact details?

It greatly helps the practice if we hold your correct contact details. We can send text messages and e-mails for appointment reminders, test results and clinic appointment invites.

Please see a receptionist if you have had a change in your contact details including, change of address, telephone, mobile number or e-mail address or to check we have your correct details on our records.

ON-LINE PATIENT ACCESS TO YOUR HEALTH RECORDS

On-line Patient Access to your own medical record gives you:

- Access to our services and information 24 hours a day
- the ability to order you repeat prescriptions 24 hours a day
- the ability to book routine appointments without the need to telephone
- the option to cancel routine appointments

What do you need to do - Register online at <https://patient.emisaccess.co.uk>

Once registered you will be prompted to bring proof of identity to reception to gain full access to the service.

REPEAT DISPENSING – WHAT DOES THIS MEAN?

It is a new way of getting your medicines without having to ask the doctor for a prescription each month.

Do you have a regular repeat monthly prescription with two items or less?

For more information please ask reception to see if you are eligible to sign up for this.

CERVICAL SCREENING SAVES LIVES

Cervical screening can stop cancer before it starts by checking the health of the cervix and preventing any potentially harmful costs from developing. These screenings save an estimated 5,000 lives per year.

TWO WOMEN DIE EVERY YEAR FROM CERVICAL CANCER

If you are aged 25 – 64 don't ignore your cervical screening invite.

If you missed your last cervical screening, book an appointment here today with our practice nurse.

It's not usual for women to feel a bit uneasy about going for their cervical smear: however our practice nurse is highly trained to undertake this procedure and to answer any questions that you may have.

ANNUAL HEALTH CHECKS

Patients who see the Practice Nurse for an annual review of their health conditions will receive a letter, email or text message in the month prior to their birthday, inviting them to make an appointment.

This is an opportunity to receive advice and support from one of our experienced practice nurses and to ensure you remain in good health.

In order to continue to provide a high level of care to you, we would ask that you make arrangements to book an appointment when you receive a letter, at your earliest opportunity.

Further invites will be sent if you do not respond to your invitations.

BUILDING EXTENSION – UPDATE

As you are aware the practice is expanding and we have made an application to extend our premises.

We have received planning permission to provide a 2 storey extension to the side of the building and to extend onto our existing car park.

We are currently awaiting further approval from NHS England and we will keep you updated.

Sadly it appears to be a slow process!

YOUR LOCAL CHEMIST

Did you know that your local chemist can provide advice and over the counter medication for a large range of common illnesses and injuries that can be treated without seeing a doctor?

This could include:

- Minor aches and pains
- Coughs, colds, blocked noses, fevers and sore throat
- Hangovers
- Athlete's foot
- Constipation, diarrhoea and haemorrhoids(piles)
- Dry skin
- Hay fever and allergies
- Head lice (wet combing is recommended)
- Indigestion remedies (for occasional use)
- Mild acne and eczema

PATIENT PARTICIPATION GROUP (PPG)

Would you like to have your say about the services provided at
Berry Lane Medical Centre?

The PPG welcomes any patient of the practice to join.

The purpose of the group is to ensure that patients and carers are involved in the decisions about the range, shape and quality of services provided by the practice.

If you feel you would be interested in joining the group
or would like further information please get in touch.

EVERY LITTLE HELPS

Staff at Berry Lane have been busy fundraising over the past few months.

We have raised £210 for MacMillan with a cake sale

Provided more than 40 meals for Longridge Food bank with donations made by staff

Also, instead of sending Christmas cards we raised £50 for Salvation Army

We participated in Dechox's during February and raised £13.00 which we donated to
the British Heart Foundation

During Lent we shall be donating items to Longridge Foodbank.

FINALLY

From January to February of this year we have had

263 missed appointments

That's 263 people who did not attend for an appointment that they had booked.

Have you had to wait for an appointment?

Does this make you feel frustrated?

If so, us too!!

Missed appointments have a huge impact on appointment availability.

Remember if you book an appointment and no longer require it, please cancel it as we
can offer it to someone else.

Thank you for your co-operation