As we head towards the close of 2017, we are delighted to welcome Dr Susan Wall to the practice. Dr Wall graduated from Liverpool University in 1990, and after one year of practice in the UK, she took a post in Australia for a year, but ended up staying for ten. While down under, she worked in hospital medicine for five years, mainly within the A&E, Paediatrics, Obstetrics & Gynaecology departments. Following this, she then worked as a partner GP in a North Queensland practice for the next five years. During this time, she gained a Diploma in Obstetrics and Gynaecology, and became a Fellow of the Royal Australian College of GPs. She returned to the UK in 2003, and worked in a Chester practice for 14 years prior to joining us here in Bunbury. Her particular interests are in minor surgery and women’s health, including contraception.

Dr Wall replaces Dr Thompson, and will be working regularly in the practice as a salaried doctor on Tuesday and Wednesday afternoons. She will also be working a full day every Friday. We were sad to lose Dr Thompson, who worked with us for many years; she has now moved out to New Zealand with her husband, and we wish her all the best in her new life over there.

We have also recently said goodbye to Dr Hor, our Registrar doctor, who has now finished his training to be a GP. Consequently, we currently have no training registrar doctor, which has decreased the numbers of available appointments. As I am sure you have read in the press, there is presently a nationwide shortage of doctors, however we hope to welcome another training registrar GP in the New Year who will be under the guidance of Dr John Berry, our GP trainer.

We continue to offer our Triage Telephone Service for emergencies. It is available Monday to Friday, from 08:00 AM to 10:30 AM. If you call the practice at this time, our team will be able to assess your problem, and advise you as to the best course of action. Face-to-face consultations are, as ever, available throughout the week, and we now also offer bookable telephone appointments with your GP. Our Nurse Practitioner, Steph Burrows, is also trained in minor illness and is able to prescribe for acute problems.

Yours sincerely,

Dr Helen Black.
THE “RURAL LIVING WELL” PROJECT...
This September sees the launch of the Rural Living Well Project: an exciting new range of activities and services that promote healthier lifestyles and improved condition management.

The project includes core services of Strength and Balance Classes, Falls Prevention Classes, a Healthy Hearts Exercise, Nutritional Advice, Diabetes Care and Living Well with Long-Term Conditions. In addition, Healthy Cookery Classes, Nutrition Advice, Mental Health First Aid Awareness and Beautiful Beginnings (healthy lifestyle in pregnancy and wearing support) will all be available to the community.

The activities will all be delivered at local venues, improving access to services for rural residents. The project begins in Malpas and will be available across Tattenhall, Tarporley and Delamere over the next few months.

Access to all activities is free and daytime and twilight sessions will be available. The project will be delivered by a range of health professionals and exercise instructors and will be developed by the input of the participants.

The first Falls Prevention class took place on the 7th of September at Craddock Court. The class will run for 12 weeks, and is open to anyone who has recently fallen, or is at risk of falling.

If you are interested for yourself or someone that you know, please contact your Doctor or Georgie from Healthbox CIC at Georgie@healthboxcic.com or on 0151 355 0205.

If you know of a local group who would like to be involved or if you are interested in becoming a Rural Living Well Champion, please let Georgie know!

GOING ABROAD?
ADVICE FROM OUR NURSE PRACTITIONER, STEPH:
Please be advised that you need to book an appointment 8 WEEKS BEFORE YOU TRAVEL if you require vaccinations. Your first appointment will be 30 minutes for an initial consultation, followed by a 10-minute appointment(s) (if needed) for vaccination.

It will be useful if you could look at the “Travel Health Pro” and/or “Fit for Travel” websites prior to your attendance. Areas to look at on these websites include recommended vaccinations, Malaria cover information and other general advice for keeping healthy abroad.

Please be aware that we cannot guarantee a vaccinations appointment if you are close to your date of travel. If this is the case, you are advised to go to a private travel advice company.

BON VOYAGE!!

SUPPORT AND ADVICE FOR CHILDREN & YOUNG PEOPLE:

0-5 Years
If you need advice for your CHILD, call the Health Visiting Advice Line on 07825 947515 (Mon to Fri 9am to 5pm).

The team can help with:
- Infant feeding (including breast feeding, introducing solid foods, toddler diet).
- Immunisation schedule.
- Common minor ailments
- Behavioural challenges (sleep, eating, toilet training).
- Accident prevention.
- Emotional health and wellbeing.
- Clinic times and details.

11-19 Years Old
If you are 11-19 and live, or attend a school in Cheshire West and Chester, you can access confidential advice online at www.mywellbeing.org.uk

The My Well-being Online team have a background in supporting young people with their emotional and mental well-being. They can offer advice about:
- Relationships.
- Exam Stress.
- Moving to secondary school or to college.
- Low mood and depression.
- Anxiety and general stress.
- College life.
- Self-harm.

No issue is too big or too small!
FLU VACCINATIONS: WHAT YOU NEED TO KNOW.

FLU VACCINES will be available from the end of September; please call to make an appointment in one of our afternoon Flu Clinics. The Pneumonia vaccine can be offered at the same time.

PEOPLE WHO SHOULD HAVE A FLU JAB:

1. **CHILDREN**
   - Over the age of six months with a long-term health condition.
   - Healthy children aged 2 & 3 will receive the flu nasal spray (born 01.09.13 to 31.08.15).

2. **OVER 65s**
   - If you are eligible if you are aged 65 and over on 31.03.17 (i.e. you were born on or before 31.03.52). So if you are currently 64 but will be 65 on 31.03.18 you do qualify.

3. **PREGNANT WOMEN**
   - If you are pregnant, you are advised to have the flu vaccine.
   - It will help protect your baby, as it will help their immunity.
   - It is safe to have the flu vaccine at any stage of pregnancy from conception onwards. Talk to your midwife if you are unsure.

4. **FOR THOSE ‘AT RISK’**
   - The flu vaccine is offered to anyone with a serious long-term health condition that includes:
     - Chronic (long-term) respiratory diseases such as asthma (which requires an inhaler or tablet steroid treatment, or has led to hospital admission in the past), chronic obstructive pulmonary disease (COPD) or bronchitis.
     - Chronic heart disease such as heart failure.
     - Chronic kidney and liver disease such as hepatitis.
     - Neurological conditions such as Parkinson’s disease or motor neurone disease.
     - Diabetes.
     - Problems with your spleen.
     - A weakened immune system as the result of medication such as steroid tablets or chemotherapy or conditions such as HIV and aids.

5. **IF YOU ARE OVERWEIGHT**
   - If you have a BMI over 40.

6. **CARERS**
   - If you care for/live with someone who is elderly, disabled or has a weakened immune system.

7. **HEALTH AND SOCIAL CARE WORKERS**
   - The vaccine is provided by your employer and should always be offered, even if you are not technically in one of the ‘At Risk’ groups.

**PLEASE NOTE:**

**FLU CLINICS ARE SPECIFIC CLINICS. IF YOU HAVE ANY OTHER MEDICAL QUERY, PLEASE MAKE A SEPARATE APPOINTMENT.**

**THANK YOU.**

THE SHINGLES VACCINE:

SHINGLES can occur at any age, with the highest incidence seen in older people; over 50,000 cases occur in those aged 70 years and above every year.

The incidence and severity of Shingles increases with age and this is thought to be associated with waning immunity.

You are entitled to a Shingles vaccine when you reach your 70th birthday.

You are also entitled to it if you are 78/79 (as part of the catch-up cohort).

**ONCE YOU TURN 80, YOU ARE NO LONGER ENTITLED TO THE VACCINE.**

Please call us to check your eligibility and to make an appointment.

If you fit the age range criteria, we recommend that you have this vaccine to receive the best possible health care.

The MenACWY vaccine helps protect you against meningococcal disease, which can cause meningitis (inflammation of the brain) and septicaemia (blood poisoning).

Both these diseases can kill in hours and those who recover may be left severely disabled.

The Practice offers a MenACWY vaccination to patients aged 17 to 18 years (born 01.09.1998 to 31.09.1999) and patients between 18 to 25 who have missed routine school immunisation or other catch-up MenACWY vaccination.

If you are not up to date with the MMR vaccine (which helps to protect you from measles, mumps and rubella) you can get this at the same appointment.
DISPENSARY NEWS.

“Please be patient, we’d appreciate it!”

We feel that the dispensary section of our newsletter can sometimes read like a list of “Do’s and Don’t’s”, and can seem to be rather draconian. However, the fact is, we are here to provide an efficient and convenient service for our patients, but this is only possible when certain regulations and protocols are met. This, in turn, is only possible with the cooperation of the end consumer.

Often it may appear to be quiet in the reception area, but, behind closed doors, our dispensing team is always busy. As such, we are not always able to answer the bell immediately, as it is sometimes not safe to leave the particular task we are doing. You can imagine, for instance, if we returned to a task and delivered an erroneous dosage of medication to a patient, after interrupting the dispensing process to answer the bell.

We only raise this as, regrettably, a number of our staff members have been subjected to abuse and profanity in the service of their duties recently. It is made clear that there will be a zero tolerance policy on this going forward, as it is unnecessary and unfair.

We also draw to your attention the need for reasonable lead times when ordering medication. It is up to you to order your medication on time, however, ordering more than 7 days in advance can also cause issues for the team, as many medications cannot be processed until a set amount of time has lapsed since your last prescription. Conversely we do need 48 HOURS to process your medication; so somewhere in between would be most helpful.

A lot of patients have also been telephoning to check if their prescriptions are ready. We would appreciate it if you did not do this, as it delays our team from preparing prescription as they stop to answer the phone. Your medication will be ready for collection 48 hours after ordering, provided the various conditions are met.

There is an increasing amount of medication that is unavailable to us, and this is a national issue due in part to the current weakness of Sterling, which has led to wholesale export of supplies in the drugs market. The Government is investigating this situation. We aim to have all of your items ready for you on collection. However, if something is unavailable, please understand that our dispensers are not simply withholding your medication, or not ordering them on purpose. This is an on-going issue, which we also find frustrating, and we will try our best to resolve shortages as they arise.

Please also remember that WE ARE NO LONGER ALLOWED TO TAKE PRESCRIPTION ORDERS OVER THE TELEPHONE; this is due to a new Safety and Security Policy that the NHS has imposed upon us. However, to help you, there is a box for your order slips at the front gate, so that you can order medication even when we are closed.

Please also READ ANY NOTES WRITTEN FOR YOU ON YOUR RE-ORDER SLIP. These are written by your GP when reviewing your medication, and it is essential that you follow the advice to receive the best treatment. The notes usually have information about a necessary review of your medication. If you do not follow the advice, your medication may not be reauthorized, and therefore will not be issued the next time you reorder.

We hope and trust that this information makes sense, and look forward to serving you again soon.

PATIENT PARTICIPATION GROUP:
We have an active Patient Participation Group here at Bunbury Medical Practice. Information about this group and the work it does can be found on the Practice Website. We are always on the lookout for new participants to help with the practice’s development, and we are presently looking for a patient to chair the group.

Thank you for reading this edition of the Bunbury Medical Practice Newsletter