

Holmes Chapel Health Centre - Dispensary



Dispensary – Opening Hours – 8.00am – 6.30pm

To improve the service we offer we are encouraging patients to leave their repeat prescription with us when they collect their medication and return again in 28 days to collect their next supply. This alleviates the need to drop off a repeat prescription and also avoids last minute requests. Alternatively you may continue to order your repeat prescription by completing the request slip and posting it in the Dispensary box sited in the foyer or via email as below.

The telephone repeat request line is for housebound and elderly patients only who may leave their telephone number on the answer machine. A member of staff will return their call to confirm their order request.

Repeat Prescriptions – Email Address

For Dispensing patients who live outside a one mile radius of the centre of Holmes Chapel and who utilise the Dispensary:

Requests may be emailed to: hchcdispensary@nhs.net

For all other Holmes Chapel patients, you can order your repeat medication electronically by sending an email with your details and list of medications required to: hchcscripts@nhs.net

(NB: this email address is for prescription requests only).



GP Availability

If your usual GP is unavailable on the day of your request please try to wait until they are available. Alternatively if an appointment is required for a minor ailment it may be that the Nurse Practitioner can deal with your problem, please ask the Receptionist.

GP's	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Tate	In all day	In all day	No clinics	In all day	In all day
Dr Thorburn	In all day	In all day	No clinics	In all day	In all day
Dr Bailey	In all day	In all day	In all day	No clinics	In all day
Dr Taylor	In all day	In all day	In all day	No clinics	In all day
Dr Hulme	In all day	No clinics	AM - only	In all day	AM - only
Dr Bailoor	In all day	No clinics	In all day	In all day	In all day
Dr La Coste	-	AM - only	-	AM - only	-

Nursing Team Availability

Nurse Practitioners	Monday	Tuesday	Wednesday	Thursday	Friday
Julie & Louise	AM - only	AM/PM	AM - only	AM/PM	AM - only
Practice Nurses	Monday	Tuesday	Wednesday	Thursday	Friday
Caroline Faulkner	PM - only	In all day	In all day	-	In all day
Jenny Worthington	In all day	PM only	In all day	PM only	-
Sharon Wakefield	In all day	-	-	In all day	In all day
Health Care Assistant	Monday	Tuesday	Wednesday	Thursday	Friday
Kathryn Hulme	In all day	AM only	In all day	AM only	In all day

In Practice

Holmes Chapel Health Centre Newsletter
Summer Issue 1 – July 2015

Health Centre Closures

Please note the Health Centre will be closed:

Monday 31st August – CLOSED

Tuesday 1st September – Normal opening hours

Should you require urgent medical attention when the Health Centre is closed dial the usual number **(01477 533100)** – your call will be automatically transferred to NHS East Cheshire Out-of-Hours Service. Alternatively you can contact the Out-of-Hours Service at Macclesfield Hospital direct **(01625 502999)**.

In the event of an emergency dial **999**



We said farewell to Dr Naela Choudhry our GP Registrar after completing her GP Training with us. She has been a valued part of our team and will be greatly missed.



Dr Chris Ashley will be joining our team as our GP Registrar in August and will be with us for 12 months.

Holmes Chapel Health Centre Website

We are continually progressing and updating information on our website to be more detailed and informative for our patients. Please feel free to visit the website www.holmeschapelhealthcentre.co.uk and forward any comments/suggestions using the online link.



Patients can now follow us on
Twitter @HolmesChapelNHS and Facebook

Going on holiday – Travel vaccinations



When arranging travel where vaccinations are required please ensure you plan ahead. We require at least six – eight weeks' notice prior to your travel date, but where possible, the sooner you can let us know the better. It should be noted that in some instances we may not be able to accommodate all of the needs and requirements of a patient in the administration of travel vaccinations. Examples of such scenarios may include:

* Travel vaccinations required at short notice.

* Non-NHS travel vaccinations, not administered at the Holmes Chapel Health Centre.

In these situations, patients may engage with an independent travel clinic.

Sun Protection

As warmer days are hopefully on the increase please remember to protect yourself and your family from sun burn and heat exhaustion, especially babies and young children. Young skin is very delicate - keep babies out of the sun completely. Use at least Factor 15 Sunscreen; cover up by wearing a T-shirt, hat and sunglasses. Try to stay in the shade during the middle of the day. Sun damage accumulates over time, take extra precautions if you work outdoors. To avoid dehydration drink plenty of water or fruit juice. Report any mole changes or unusual skin growths.



Hay fever



“Sniffle Sniffle” we are at that time of year - patients who have been prescribed hay fever medication in the past may request this by completing a Medication Request Form available in the foyer. **You do not need a doctor's appointment.** Hay fever treatment is reviewed each year in accordance with current guidelines. It is possible, therefore, that you may be prescribed a different medication to previous years.

On line services

Patients can now register for access to order their repeat medication online at www.holmeschapelhealthcentre.co.uk

Patients can now book appointments and request their repeat medication online. In order to register for access to the online services patients must attend the Health Centre in person, bringing with them two forms of identification (one photo ID and one address ID). Once registered, patients will be able to book GP appointments and request their repeat medication via our website. If you would like to register for these online services please bring your ID in to either the main reception or dispensary reception, who will then initiate your registration for the online services.

Extended Hours – Early & Late Sessions

An early morning GP surgery is available from 07.30am on Mondays, Thursdays and Fridays with a late evening surgery until 7.30pm on Mondays. This service is available for routine pre-bookable appointments ONLY. The Receptionist will request a telephone number at the time of booking. This will enable the GP where appropriate to telephone you in advance of the appointment.



Appointments – Telephone Calls

Please note the telephone lines opens at 8.00am - this is for URGENT and “BOOK ON THE DAY” appointments ONLY. For ALL routine appointments and enquiries please call after 9.30am when the lines are less busy.

Please note that any request for a telephone conversation with your GP will first be reviewed by the GP. It may be that the GP would prefer to have a face to face consultation with you. We will get back to you once the request has been reviewed by the GP. Please note that it is unlikely that we will be able to get back to you on the same day due to the very high workloads being placed with the GPs at the current time. Thank you for your continued support.

Telephone Triage by our Duty Doctor



Once all of our GP appointments have been booked up for the day, should you have an urgent problem, your appointment request will be passed to the nominated Duty Doctor for that day. The Duty Doctor will call you back and triaged your problem over the telephone. The GP will progress with you any necessary next steps, including asking you to come down to the Health Centre for a face-to-face consultation if required.