

Holmes Chapel Health Centre - Dispensary



Dispensary – **Opening Hours – 8.00am – 18.30pm**

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

Issue 1 – March 2016

Health Centre Closures

Please note the Health Centre will be closed

6th April from 1.30pm for Staff Training
 2nd May – Bank Holiday
 30th May Bank Holiday

Should you require urgent medical attention when the Health Centre is closed dial 111, you will be given advice and directed to an appropriate service

In the event of an emergency dial 999



Patients can now follow us on
 Twitter @HolmesChapelNHS and Facebook

Medication Prescribed by the Hospital

Don't encounter delay when you are prescribed medication at a hospital appointment. Hospitals are obliged to provide patients with any initial medication prescribed while you are under their care. Please ensure that you are provided with your hospital prescribed medication before you leave the hospital. Requesting this medication from your GP adds to the GP workload and results in delays for you and patients under the GP care.

Antibiotic Prescribing

Antibiotics are important medicines for treating bacterial infections in both humans and animals. They are currently losing their effectiveness at an increasing rate due to overusing and inappropriate prescribing. Antibiotics resistance is one of the most significant threats to patient safety in Europe. To reduce the development of resistance it is important they are used in the right way, the right drug, at the right dose and at the right time for the right duration. They should be taken as prescribed and never be saved for later or shared with others.



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.

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.

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.

SELF HELP INFORMATION

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.

Hay fever



"Sniffle Sniffle" we are approaching 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.

Stop Smoking – Cessation Advice



The NHS national "Stop Smoking campaign"

If you require help and advice on

"Stopping smoking"

The following contacts are accessible:

Quit – a charity that helps people to quit smoking

Quitline – 0800 002 200 - www.quit.org.uk

NHS smoking helpline – 0800 169 0169

www.givingupsmoking.co.uk

Smoke free Cheshire - www.smokefreecheshire.nhs.uk