

Whittington Moor Surgery

Spring 2013

During opening hours telephone 08 444 77 33 05. Out Of Hours call 111
111 is a free to phone number, it saves you and us money if you phone this
number out of hours and you receive the same Out Of Hours service.

System One

Whittington Moor Surgery has a new clinical records system for patients. We have been working hard to ensure that all our patient records are transferred across to the new system properly. From Tuesday 5th February until Wednesday 13th February all patient contacts have had to be recorded on the old clinical system (Vision) then transferred to the new system (System One) manually once it is up and running. All clinical information from before Tuesday 5th February has been transferred automatically.

Training in using the new system started a little late due to the snow, but we will still receive full instruction on System One, please bear with us whilst we are learning to navigate our way around the new screens!

We hope that this change will enable us to give you an even better service, with an easier appointments system, text reminders, other text messages and other benefits yet to be discovered!

You should use the **NHS 111** service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- You need medical help fast but it's not a 999 emergency.
- You think you need to go to [A&E](#) or need another NHS urgent care service.
- You don't know who to call or you don't have a GP to call.
- Your GP is closed.

You need health information or reassurance about what to do next.

For less urgent health needs, contact [your GP](#) or [local pharmacist](#) in the usual way. For immediate, life-threatening emergencies, continue to [call 999](#).



We hope that you have noticed our new automatic sliding doors, we think they are great!

We will be closed for staff training on the following Wednesday afternoons:
13 February, 13 March, 17 April, 15 May.

www.whittingtonmoorsurgery.co.uk

Dr Goodchap has registered Whittington Moor Surgery with Inter Care.

Please return your unwanted prescription medicines to this surgery and help Inter Care send surplus medicines to sub-Saharan Africa

All medicines should be in complete 'strip's (still in the manufacturer's box), in order to comply with the WHO guidelines on drug donations.

ALL ITEMS, BOTH MEDICINES AND NON DRUGS (instruments/bandages etc) MUST HAVE AT LEAST 15 MONTHS TO EXPIRY DATE

We Can Accept

- ◆ Complete Strips of TABLETS within their original packaging
- ◆ INJECTIONS
- ◆ INHALERS
- ◆ CREAMS
- ◆ EYE DROPS AND OINTMENTS
- ◆ DRESSINGS AND BANDAGES



We Cannot Accept

- ◆ Controlled drugs such as MORPHINE
- ◆ DIAZEPAM etc
- ◆ LIQUIDS
- ◆ GLASS BOTTLES
- ◆ PART BLISTER PACKS
- ◆ ITEMS REQUIRING REFRIDGERATION
- ◆ USED NEEDLES OR SYRINGES



Why you should only take antibiotics when they are needed

- Bacteria can adapt and find ways to survive the effects of an antibiotic. They become 'antibiotic resistant' so that the antibiotic no longer works. The more you use an antibiotic, the more bacteria become resistant to it.
- Antibiotic-resistant bacteria don't just infect you, they can spread to other people in close contact with you.
- Antibiotics can upset the natural balance of bacteria in your body. This may result in diarrhoea and thrush.
- Some antibiotics can cause allergic reactions such as rashes, being sick if you also drink alcohol and reactions to sunlight – and other symptoms.

Patient Participation Group (PPG) Chairman: Mr Tony Cox Secretary: Lesley Hague

The next meeting is at 6:30pm on Monday 11 March 2013 in the surgery

The minutes of previous meetings are available on our website:

www.whittingtonmoorsurgery.co.uk/ppg.htm. For more information please look there or at notice boards in the surgery.