

Shay Lane Medical Centre Newsletter

KELMAN, CRANSTON & NAYLOR
SHAY LANE MEDICAL CENTRE
HALE BARNES
ALTRINCHAM
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- Building Maintenance
- Patient Group
- Missed Appointments
- On-line prescriptions
- Online Appointments
- Staff Training
- Stop smoking clinics
- GP & nurse availability
- Chlamydia Tests

Spring 2012

Important Building Maintenance

Over the next few months there will be important building maintenance happening at the surgery. The improvements include:

- A new and improved minor operations clinic room
- New disabled access doors to both the entrance doors

As you have probably heard on the news from April 2012 all GP practices have to meet new CQC (care quality commissioning) standards and we are improving access to the building along with improved minor ops facilities.

The District Nurses and the HCA already have a new clinic room (Room 1); this has been designed with the help of the Infection Control team at NHS Trafford. The baby clinic also has a new floor and again this meets infection control standards.

So with the maintenance taking place there maybe some disruptions to clinics, but we will try and minimise these with most of the work taking place at the weekends.

PPG (Patient Participation Group)

We would like to thank our PPG for taking part in the practice annual survey. All the results are

posted on our website. From this survey we will be looking at ways in which we can improve services at the practice. One comment that kept on coming up was setting up a Phlebotomy clinic here at Shay Lane. We have look extensively at this, but at present we have not got the resources to set this up, but with GP commissioning on its way we will endeavour to revisit this topic soon – so watch this space.....

Missed Appointments

Did you know that in 2011 over 135,000 appointments in Trafford were lost due to non-attendance!

This problem continues in 2012 with almost 100 appointments not attended at the Surgery in January and February alone.

Patients who do not attend an arranged appointment are a drain to the NHS and on resources. There are implications for missed appointments for patients and health care professionals, the major impact results in waiting times for a routine appointment being longer.

So next time you cannot make an appointment **please** contact the surgery ASAP to cancel this as this will allow someone else to see a GP or Nurse.

Visit our website at:

www.shaylane.org



Repeat Prescriptions – Order by Email

Sign up to order your repeat medication electronically by visiting our practice website www.shaylane.org, click on prescriptions, then on 'new user' to register.

You will be emailed a link to activate your log-on details. You can then start to use this quick, easy and convenient service. Once registered you can log-in to use the service straight away.

All instructions are provided on the on-line [prescriptions](#) page.

Book your appointments online



Would you like to be able to book an appointment without having to ring the surgery?

Would you like to be able to do this at any time, 24 hours a day?

You can now book an appointment when it suits you, day or night. Cut out the telephone call and book your appointments online.

You can book your appointment, change your appointment, cancel your appointment and even

print out an appointment slip. As soon as you make your booking, it appears on our surgery appointment system. You can even add a reason for your appointment.

To get started with this, please ask the receptionist for your unique login details. When you first use the system you will need this information to set up your account. Once this is done, just choose your password and you can start using the system straight away.

Staff Training – Medical Centre Closed

The Practice will be closed for staff training from **12.00pm to 2:00pm** on:

- **Wednesday 7th March 2012**
- **Wednesday 11th April 2012**
- **Wednesday 9th May 2012**

If you need help with an urgent medical problem during these times please telephone the out of hour's team on 0161 476 2299 and in the event of an emergency dial 999.

NHS "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:
Quit line – 0800 002200 - www.quit.org.uk
- **NHS smoking helpline:**
0800 1690169 - www.givingupsmoking.co.uk
- **Smoke Free Cheshire:**
www.smokefreecheshire.nhs.uk

Or alternatively book a quit smoking counselling appointment with either our Practice Nurses or Health Care Assistant where they will be able to give you lots of advice and help.

Nurse Practitioner

We have a Nurse Practitioner Sister Brayzier who treats conditions which include problems with eyes, nose, throat, ears – suspected infections respiratory problems, urinary tract infections e.g. cystitis, diarrhoea & vomiting, abdominal pain, skin conditions, allergies, common gynaecological problems e.g. thrush, abnormal discharge and initial prescription for the contraceptive pill / contraceptive advice.

As Sister Brayzier is an independent prescriber there will be no waiting for a prescription. If you're not sure if Sister Brayzier can help you, please ask a receptionist.

GP and Nurse Availability

Continuity of care is important. If your problem is not urgent and your usual GP is unavailable or fully booked 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 a receptionist.

Doctor Availability

Dr Kelman

Monday - All Day
Tuesday - All Day
Wednesday - All Day
Thursday - AM Only
Friday - All Day

Dr Cranston

Monday - All Day
Tuesday - All Day
Wednesday - AM Only
Thursday - All Day
Friday - All Day

Dr Naylor

Monday - All Day
Tuesday - All Day
Wednesday - Not available
Thursday - All Day
Friday - All Day

Nurse Practitioner Availability

Sister Brayzier

Monday - All Day
Tuesday - All Day
Wednesday - All Day
Thursday - AM Only
Friday - Not available

Nursing Team Availability

Sister Haigh

Monday - All Day
Tuesday - All Day
Wednesday - All Day
Thursday - Not available
Friday - Not available

Sister Sinar

Monday - Not available
Tuesday - Not available
Wednesday - Not available
Thursday - All Day
Friday - All Day

Nurses - Who treats what?

Specialist Practice Nurse - Sister Haigh

- Chronic disease management clinics including asthma, COPD, Chronic Heart Disease, Cardiovascular Health Checks.
- Baby immunisation clinics.
- Women's Health - smears, swabs, annual follow up pill checks, coil checks and contraceptive injections that are a repeat prescription.
- Travel clinics, ear syringing and dressings.

Practice Nurse - Sister Sinar

- Chronic Disease management clinics including Chronic Heart Disease, cardiovascular health checks, adult injections, blood pressure checks, hypertension clinics and weight checks.
- Travel clinics.
- Women's Health - smears, swabs, annual follow up pill checks and contraceptive injections that are on a repeat prescription.

Health Care Assistant - Jenny De Garis

- Blood pressure checks, weight checks, ECG's, B12 injections, smoking cessation, Spirometry, cholesterol advice, diet advice and Cardiovascular Health Checks.

District Nurse Team

- Provide community care.

Messages for the district nurses may be left on the District Nurses dedicated answer phone, 0161 980 9214. Alternatively messages may be left with reception from 8.30am to 1.00pm on 0161 980 8231. Messages are regularly checked

Travel Clinic

We offer easy access to up-to-date and comprehensive travel advice.



International travel is becoming increasingly exotic so we recommend you protect yourself as much as possible. Whether your trip happens to be exotic or relatively mundane, we tailor our advice to your specific journey.

We recommend that all travel vaccines are given at least six weeks before you travel. We therefore ask you to give us as much notice as possible. You can fill in a travel questionnaire-online in the travel section of our practice website. You will also find lots of information on travel vaccines and medicines, plus essential travel tips.

We can provide vaccinations (including yellow-fever), anti-malaria pills, mosquito nets, insect repellents and travel kits at competitive prices.

Visit www.fitfortravel.nhs.uk for lots of extra information to help you plan a safe journey, as well as more information on common travel drugs and vaccines.

Chlamydia Testing Kit

Chlamydia is serious, silent and spreading. We provide free urine screening for people under the age of 25. Please ask one of the clinical team or a receptionist for further details and collect your self testing kit at reception.