



WPSG Newsletter

Wootton Medical Centre, 36-38 High Street, NN4 6LW

telephone: 01604-709922

www.woottonmedicalcentre.co.uk November 2016



CHRISTMAS RAFFLE

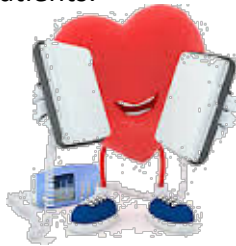
Our target this year is to raise £1000 to replace 'FRED', our now obsolescent **DEFIBRILLATOR**.

Although this is a vital piece of Practice Equipment no funding or grants are available from the NHS, CCG or the Local Authority.

In previous years we have been able to provide a wheelchair, Doppler machine and skin tester for the benefit of the surgery and patients.

WIN A HAMPER

Tickets will be available from December 5th until the 16th at the surgery. The draw will be made on December 20th



Thank you in advance for your support

Flu Vaccinations: Who? When? Why?

Vaccinations will continue until the end of December, but the sooner you are vaccinated the sooner you are protected.

Remember:

Vaccination is NOT just for the over 65's. If you are pregnant, a carer or have certain serious illnesses you are also eligible.

All healthy children aged 2,3 and 4 are also eligible and receive the vaccine as a nasal spray.

Join the Patient Supporters Group

Do you have views on local healthcare? Could improvements be made? Would you like to share your opinions and ideas?

Why not join the Wootton Patient Supporters Group (WPSG) and attend our quarterly meetings attended by patients and Practice personnel including Dr Burada. Here you can put forward ideas and suggestions to help us maintain the high level of service and care we currently enjoy and at the same time get a better understanding of how a modern medical Practice functions.

Our role is to support all aspects of the Practice appropriate to the patients.

If interested please contact the Practice Manager,

Shirley Connolly,
telephone 01604 - 709933

Are you disabled? Do you need to adapt your home?

Northampton Borough Council is making available **Disabled Facilities Grants (DFG)** of up to £30,000 to support people living with disabilities who need to make adaptations to their homes to help them live safely and independently at home.

All enquiries should be directed to
Annie McGrath at NBC
telephone 01604 - 838585



Christmas medication

Please ensure that you have sufficient medication to cover the holiday period.

Order your needs early.

Blood Taking Unit

The Blood Taking Unit at NGH provides a service for the community, operating as a 'walk-in' service, on a first come, first served basis.

The BTU is located at Area H (near Pathology) and is open as follows:

7:30 am until 4:30 pm Monday to Friday

7:30am until 12:00pm on Saturday.

(No service on Sundays and Bank Holidays)

Private Medical Insurance

If you have Private medical insurance please let your GP know during your appointment if you wish to use it.

This will reduce the chances of later misunderstandings and/or delays in any treatment being planned

Do you look after someone?

If you help a family member or a friend because of their physical or mental ill health, frailty, disability or substance misuse . . . Then you are a **CARER!**

And If you look after someone then you have a greater risk of becoming unwell yourself and of experiencing loneliness and social isolation.

It is **IMPORTANT** to let your **GP** know so that it can be recorded in your notes because:

- It helps protect yourself and who you care for if you become unwell.
- You should be offered a flu jab.
- You may be offered a regular health check.
- Provides an information gateway.
- It helps you get advice on treatment for the person you look after.

Ask a member of the Practice staff how to register or contact Northamptonshire Carers on 01933 – 677907 who can provide information and advice and other helpful free services.

Ear care and wax removal

Due to staff shortages and lack of funding for ear care, all **ear wax problems** will be referred to the specialist aural care clinic at **The Parks Surgery, Grange Park.**

If the Doctor advises you that your ears need to be cleared they will make an electronic referral for you to go to the Parks Surgery.

You will be then contacted **directly** by the clinic with an appointment.

SystemOnline

You can now book some appointments and order repeat prescriptions online 365 days a year, 24 hours per day.

To register:

- Download or collect an application form from reception.
- Bring the completed form and **2 proofs of identity** (one of which needs to be photo ID) to reception.
- Once approved you will be issued with a **username** and **password**.
- Please allow 24 hours for application processing.



Friends and Family Test



The FFT is a simple way for you to provide feedback on your experience of **ALL** aspects of your contacts with the Practice. Not only your medical treatment but also telephone/personal conversations and follow-ups. By doing this after each visit, the rapid feedback enables prompt action to be taken when and where needed.

The results and any actions taken are published on the Practice Website every month.

Please complete a form on your next contact .

We can use this information to help maintain our high standards as shown in the results of the CCG Survey.

Your answers are **anonymous**.

NHS NENE CCG Survey Results

The latest yearly comparison of the 70 Practices within the Nene CCG and the National Average have now been published. Of the 10 survey areas directly related to Practice / Patient relationships (confidence & trust in the GP, nursing, appointments, reception responses, waiting times), Wootton Medical Centre consistently scored in the top six and was **SECOND** in the Overall Experience Rating, scoring over **96%** in comparison to the National Average of 85%.

Congratulations to all at the Centre.

The complete results are available online.

TEST RESULTS



Please note that for all **TEST RESULTS** telephone after 1pm

