

NEWSLETTER MAR-MAY 23

Dr K.K Chan & Partners

Our Practice Newsletter will hopefully enable us to pass on vital and useful information to our patients. We would welcome feedback and any suggestions for inclusion in future newsletters. Please direct any feedback to the Practice Manager.

NEED TO SEE A GP IN THE EVENING OR WEEKEND?

GP ALLIANCE: 01942 482848

Appointments available evening, weekend and bank holidays

Primary Care Network (PCN) Initiatives
Extended access : There are appointments available outside the Surgery normal working hours for your convenience.

Please speak to reception if you wish to book an appointment that is more convenient for you.

ASKMYGP IS OPEN FROM 7.00am MONDAY TO FRIDAY.

**ALL REQUESTS ARE TRIAGED BASED
ON MEDICAL URGENCY BY A CLINICIAN.**

**FOR NON-URGENT REQUESTS WE
AIM TO COMPLETE WITHIN 5 WORK-**



Cervical Screening (Smear Tests)

Are a very important screening method to help to identify any abnormalities and to help to prevent cancer.

The test itself should take less than 5 minutes.

Things you can try to make the test easier

DO

- ♦ wear something you can leave on during the test, like a skirt or long jumper
- ♦ bring someone with you for support
- ♦ try [breathing exercises to help you relax](#)

DON'T

- ♦ Do not feel pressured to keep going—you can ask to stop at any time
- ♦ Try not to be afraid or embarrassed to talk to the nurse—telling them how you feel will help them understand what kind of support you might need.

If you have been invited for your Smear in the last year but haven't yet booked this, please contact the practice to book in.



Zero Tolerance - Abuse is not in a day's work

Dr KK Chan & Partners aims to provide high quality healthcare and we will treat all patients with respect and dignity. In return we expect all our staff to be treated with respect. We will not tolerate abusive language or threatening behaviour against any member of staff. Such behaviour may result in the offender being denied access to the doctor and/or further measures as appropriate.

PLEASE NOTE: PATIENTS WHO DO NOT ATTEND APPOINTMENTS

	<u>Face to Face Appts</u>	<u>Did Not Attend</u>
DECEMBER 2022	1392	146
JANUARY 2023	1636	158
FEBRUARY 2023	1478	134

The Practice has a strict DID NOT ATTEND Policy. Patients who continually fail to inform us they are unable to attend their appointment may be removed from the practice register.

Missed GP Appointments cost NHS Billions. The cost of one GP appointment is £30.00. The total amount of missed appointments as stated above totals £13,140 !

PLEASE DO YOUR BIT AND LET US KNOW IF YOU CANNOT ATTEND TO AVOID WASTING NHS FUNDS

PATIENT PARTICIPATION GROUP

WE WANT YOUR FEEDBACK!



Patient Participation Group (PPG)

If you are interested in joining and for more information please contact the Practice Manager email gp-p92042@nhs.net.

To participate in the health improvement of the local population. To encourage patients to engage in their own healthcare.

Meetings are held bi-monthly at Elmfield Surgery, Atherton Health Centre, Ormerod House

Bank Holiday Closures 2023

Easter Bank Holiday: 07 and 10 April 2023
May Bank Holiday: 01 May 2023
Kings Coronation : 08 May 2023
Spring Bank Holiday : 29 May 2023
Summer Bank Holiday: 28 August 2023
Christmas Bank Holiday :25 and 26 December
New Years Day 01 January 2024.

WHEN THE SURGERY IS CLOSED

NHS 111 is the number to call when you need medical help fast but it's not a life-threatening emergency. Calls to NHS 111 are FREE from land-lines and mobiles and is available 24/7, 365 days of the year.