

DECEMBER 2013 NEWSLETTER

CHRISTMAS

As Christmas Day falls on a Wednesday this Year, the practice will only be closed on the 25th and 26th of December. Please try to prepare for this by requesting medication in plenty of time. We hope to finish early on Christmas Eve but have not yet heard officially whether we are being allowed to do this as Christmas cheer might not extend to NHS England – Ho Ho Ho! Please check website and front door for opening times nearer the time.

Target Time

The first three months of 2014 represents the last three months of the GP year. If you have a chronic disease (asthma, COPD, diabetes etc) and have not yet been in for your annual check up, please do take up the invitation in a timely manner – this would help us greatly and would be much appreciated.

A+E Attendance

Please only attend accident and emergency appropriately. Any 'GP problems' should be dealt with in-house during opening hours or by St.Helens rota out-of-hours. Please look on the website at the 'Choose Well' link for advice. Please use common sense. Inappropriate A+E attendance might delay urgent treatment to those patients who really need it. It is sometimes difficult to work out where you should be. If in doubt, phone the surgery number for advice (will get through to rota if the surgery is closed).

Home Visit Requests

It would greatly help the practice if home visit requests are made before 10am – especially if the patient has been ill several days. This helps the doctors plan the visit round in a time efficient manner. Your cooperation would be much appreciated.

Admission Avoidance

Huge emphasis is being placed on trying to avoid unnecessary hospital admissions in these days of cost cutting and shortage of hospital beds. If you know someone who is

elderly/vulnerable/lives alone etc who could do with support at this time of year, please check up on them. Often, by the time we are contacted, we have no choice but to admit them to hospital. If we all did this, we might prevent admissions by being able to give early treatment – and nobody wants to spend Christmas in hospital!

The Silver Line www.thesilverline.org.uk

Telephone 0800 4 70 80 90

This is a new service and is the only free confidential help line for older people. They can be contacted day or night for confidential advice/chat etc. 'No problem too big or small'. If lonely or depressed this Christmas, this might be useful.

Thank You

2013 has been very difficult for a number of reasons. We truly appreciate all your kindness and support and wish you and your families a wonderful Christmas and a healthy and happy 2014.