Warrengate Medical Centre

Tel: 01924 371011 – Appointments & Enquiries

[www.warrengate.org.uk](http://www.warrengate.org.uk)



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elcome to this issue of our Practice Newsletter. The newsletter is to provide patients with any news, information or forthcoming events. If you have any suggestions as to what you would like to see in your newsletter please inform a member of staff.

Staff Training Days

Please make a note of the days the surgery will be closed.

* Wednesday 6th April 2022
* Wednesday 11th May 2022

We will close at 12noon on the day of training and re-open the following day at 8.00am. If you need a Doctor in an emergency please telephone NHS111.

Bank Holiday Dates

Please make a note of the dates below of our opening times over the Easter and May bank holidays. If you need a doctor in an emergency please telephone NHS 111.

* Friday 15th April Closed Good Friday
* Monday 18th April Closed Easter Monday
* Monday 2nd May Closed May Day
* Thursday 2nd June Closed Spring Bank Holiday
* Friday 3rd June Closed Platinum Jubilee

Smears

As a Practice, Warrengate Surgery is happy to support the nationwide NHS campaign in March to increase the amount of women having their smear test.

The NHS Cervical Screening Programme has made a significant impact on cervical cancer mortality since it was established in 1988, saving an estimated 5,000 lives a year; however, coverage is unfortunately at a 20-year low.

**Please don’t ignore your cervical screening invite. If you’ve missed your last cervical screening, book an appointment now.**

If you feel anxious or scared, try to remember that our nurses are very experienced at taking samples. They can talk you through ways to make the test easier. Your nurse will have done many tests before and won’t care what underwear you are wearing, what your body shape is or about your sexual history. Their focus is on taking the sample and making sure you feel at ease.

If you feel able, talk to your Nurse or GP to explain how you are feeling. It may be helpful to book an appointment with one of our Nurses beforehand to talk through what will happen at the test and ways they can make you feel more at ease. Ask as many questions as you need and make sure you are fully aware of what is going to happen during the test and after.

PCN Health Inequalities

Dr Saira Bano from our practice, alongside Dr Saadiya Haayat from Maybush Medical Centre, are beginning a new project in our area to improve the health inequalities and access for patient. They will be engaging with the community and holding pop up health clinics for NHS health checks in your local community centres and mosques. We will have more information soon when these will be held and how you can be included to attend. The aim of the project is to go out into the community and help you all to improve your health.

Community Pharmacy Service

From Monday 11th April 2022, when you call the practice, you will be asked about your symptoms. If they indicate that you can best be helped by a pharmacist, you will be offered a same day private consultation with a community pharmacist.

Community pharmacists have already successfully seen thousands of patients for a consultation for a minor illness, following a call to NHS 111. This new way of arranging consultations with the pharmacist by a GP practice, has been successfully piloted around the county.

**Why are you doing this?**

Pharmacists are qualified healthcare professionals and experts in medicines. They can offer clinical advice and over-the-counter medicines for all sorts of minor illnesses, and a same day consultation can be arranged quickly and at a time to suit you.

This in turns frees up GP appointments for those people with more complex symptoms who really need to see a GP.

**What happens when I see the community pharmacist?**

We will share your personal details with the pharmacist and details of your minor illness and the pharmacist will contact you to arrange your consultation on the same day, or at a time that suits you.

You may be seen in person in a private consulting room, if the pharmacist thinks it appropriate, or your consultation may be carried out over the phone or via video. You will be asked about your medical history and symptoms and current medication, in the same way the GP would ask you about them.

Usually, the pharmacist will provide you with advice and can sell you with an over the counter product where needed, if you choose. They will also send details of your consultation back to us for our records.

If the pharmacist feels you need to be seen by a GP urgently, they will call us to ensure you are seen, or they will advise you to contact the hospital Emergency Department if deemed necessary. You may also be referred back to us to arrange a non-urgent appointment or follow up. What if I get free prescriptions from my GP? Your pharmacist will provide you with advice on how to treat your symptoms, which may include a medicine or product. Medicines that can be purchased in a pharmacy to treat minor illnesses, are usually

inexpensive and would not normally be prescribed by your GP anyway. You are free to choose if you wish to make a purchase or not.

**What happens if I don’t want to see the pharmacist?**

We want to ensure that you are offered an appointment with the most appropriate qualified health care professional based on your symptoms. If you have minor illness symptoms that can be treated the same day through a consultation with a qualified community pharmacist, but do not want to accept this referral, you will be offered a routine appointment with someone at the Practice at a future date.

**What if the patient is my child?**

Children aged over one years are eligible to use this service and can be seen by the pharmacist. Children who are able to make their own decision about their health may be seen unaccompanied.

**Why is this a good thing for patients?**

Community pharmacies are local, open longer hours than the GP practice and can offer you the same consultation outcome at a time that is more convenient for you. If the pharmacist thinks you need to see the GP, they can help arrange an urgent appointment for you.

Patients who have already used the service liked the convenience of having a consultation on the same day, or a day that suited them, at a pharmacy of their choice. 78% of people who had a consultation with a community pharmacist were successfully helped.

Staff

We would like to welcome Rebecca to our administration team.

We are unfortunately having to say goodbye to 2 members of our office staff Maria and Diane who are moving on to new adventures, we wish them every luck in the future.

We would like to congratulate Beth who has been successful in obtaining the role as one of the surgeries medical secretaries.

Summer Newsletter

The Summer Newsletter will be issued in June 2022.

Please let us know if there is any information you would find useful or if you would like to know more about our services.