

# Newsletter February 2017

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## Calling Mums of Newborns:

New mums should have their postnatal check about six weeks after the birth of their baby to make sure they are recovering properly and feel well.

Please see a receptionist or telephone the surgery to book a 20 minute appointment for your postnatal check with practice nurse Julie Daughtry or Claire Caine.

## Baby's 6 Week Check:

At baby's 6 week check the GP will check that your baby is growing healthily by carrying out a series of examinations. The GP will explain what these are and tell you the results. The GP will record key information, such as your baby's weight, so please bring your baby's red book with you to the appointment.

Please see a receptionist or telephone the surgery to book a 20 minute appointment for baby's 6 week check with Dr Ward, Dr Cartwright-Terry, Dr Farmer or Dr Ibrahim.

Please note these appointments are not available to book online or using the automated telephone service.

## Walderslade Surgery - EMIS Online Patient Access:

Online Patient Access allows you to access a range of services via your own computer or mobile phone.



Once you have signed up and registered to use the service, you will be able to:

- ❖ Book or cancel appointments online with a GP or nurse.
- ❖ Renew or order repeat prescriptions online.
- ❖ View parts of your GP health record, including information about medication, allergies, vaccinations, previous illnesses and test results \*.

The service is free and available to all patients over the age of 16.

It's easy to get started; just ask for an application form at our reception desk or download it from the practice website. You must ensure that you have read and understood the Terms and Conditions of Use before completing the registration form and returning it to the surgery in person.

A member of the surgery reception team will verify and authorise your request for registration subject to the provision of the required information. Following this we will issue you with your online services account which will include your unique username and password and details of where to log in.

\*Please note that applications to view medical records (coded information only) may take up to 14 days to process.

### **Struggling to Get an Appointment?**

If you call the surgery and we are unable to give you an urgent appointment, our reception team will suggest you that you contact 'I-Heart Barnsley' as an alternative option.

I-Heart Barnsley surgery hubs can offer access to a GP and nurse during the day, outside of normal GP practice hours, in the evening and at weekends. They can offer a telephone assessment service, a face to face and telephone consultation appointment with a GP or nurse, a video call and an email advice service.

The surgery hubs are located at Chapelfield Medical Centre, Wombwell and Woodlands Drive Medical Centre, Barnsley. They do not replace any existing services offered at Walderslade Surgery but provide additional services to compliment access to medical services for our patients.

Contact I-Heart Barnsley on **01226 242429** or see the website  
[www.iheartbarnsley.org.uk](http://www.iheartbarnsley.org.uk)

### **Patients who Did Not Attend (DNA):**

During January **184** patients failed to attend the appointment they themselves booked at the surgery. Unfortunately they didn't let us know they were not keeping the appointment, so we couldn't give it to someone else.

Please cancel if you can't attend for whatever reason. There are lots of ways you can do this – by using the MJog messaging service (you can reply to the automated reminder by simply using the word 'Cancel'), through Online Patient Access (if you're signed up to use this service), by calling the surgery and opting to use our automated telephone service or by telephoning the surgery and speaking to a member of our reception team.

### **NHS Health Checks:**

As we get older we have a higher risk of developing conditions like high blood pressure, heart disease or type 2 diabetes. Your free NHS Health Check can spot early signs and help prevent these happening to you, which mean you'll be more likely to enjoy life for longer!

If you're aged between 40 and 74 (without a pre-existing condition) you can expect to receive a letter from the surgery inviting you for a free NHS Health Check **every five years**.

**If you receive an invite** please call the surgery, or see a member of our reception team, to book your 20 minute appointment with one of our Health Care Assistants (HCA). Please note NHS Health Check appointments cannot be booked using the automated telephone services or online through Patient Access.

### **Practice Update:**

We are pleased to welcome a new GP registrar to the practice, Dr Stephen Magadza. He will be with us until August 2017.

Two medical students also started at the practice at the beginning of January and will be with us as part of their training until the end of February.

We wish Dr Scott and Nurse Rebecca Oliver well on their forthcoming maternity leave. Dr Scott will start her leave at the beginning of March; Nurse Oliver at the end of April, 2017. We plan to cover both posts during their maternity leave.