



Lancaster Medical Practice Newsletter

Winter 2020

We at Lancaster Medical Practice wish all our patients a very happy New Year as we move into a new decade

Training Half-Day Closures

Lancaster Medical Practice will be closed for clinical and support staff training and development from 12.30pm on the following dates. The surgery will re-open the following day at 8.00am.

Wednesday 12th February 2020

Thursday 19th March 2020

If you need urgent medical advice when we are closed please telephone 111

Ordering Repeat Medication using the myGP App

Do you order repeat medication every month/every two months? Why not download the myGP app to your mobile phone or ipad, register for online access at the surgery then use the app to order your medication. You can access this 24 hours a day, 7 days a week making it more convenient for you. Ask at reception for an online access form.

More details can be found at <https://www.ilovemygp.com>



Don't forget your Flu Vaccination!

There is still time. Join our staff and get your flu vaccine **today** – ask at Reception if you are entitled to a free flu vaccine.



“Serious complications of flu include:

- **pneumonia,**
- **septic shock** (a severe and life-threatening infection of the whole body),
- **meningitis**
- **encephalitis** (inflammation of the brain).
- **In the UK it is estimated that an average of 600 people a year die from complications of flu.”**

Reference: vk.ovg.ox.ac.uk/flu-vaccine-pregnancy

Welcome to Lancaster Medical Practice

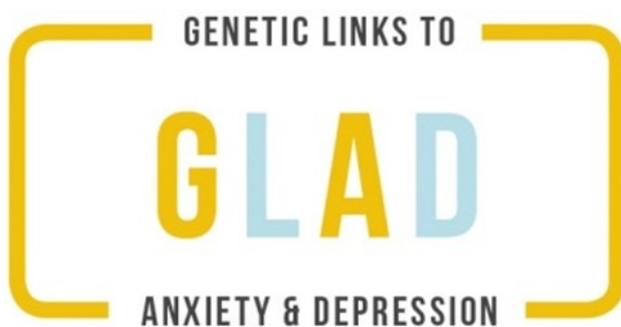
We welcome Aqib Ali to our Pharmacy Team. Aqib will be working in our Medicines Management Team here at the Practice.



Lancaster Medical Practice Research Projects

You may not be aware that we are involved in research at LMP. We have two research nurses and several GPs with a special interest in research. Dr Mike Wong is our Principal Investigator with Dr Andy Gallagher as his deputy. Our research nurses are Helen Wadeson & Angie Hall. Helen has been involved in research at LMP for the past six years, whilst Angie was a practice nurse and has been involved in research for the past two years. The research team are based at the University Health Centre but have the flexibility to move to any Lancaster Medical Practice site to aid recruitment.

There is a section on Research on our practice website under the heading of Services: www.lancastermedicalpractice.co.uk



Study into Patients suffering from Depression and/or Anxiety

GLAD STUDY sign up online at: www.GLADSTUDY.OR.UK



Research into Dementia—open to all

Sign up at the kiosk currently in Dalton Square Practice or online at www.joindementiaresearch.nihr.ac.uk

Research into Irritable Bowel Syndrome (IBS)



Are you interested in participating in research into Irritable Bowel Syndrome (IBS)?

To find out more talk to your GP
Or visit:

www.contactme-ibs.co.uk



BICS

Patients who have COPD

Bisoprolol in COPD Study

Patients who suffer with COPD and have had 2 or more chest infections within 12 months may be eligible to take part

<https://w3.abdn.ac.uk/hsru/BICS/Public/Public/index.cshml>

Cervical Cancer Screening

20th—26th January 2020 and 15th—21st June 2020

At Lancaster Medical Practice we are committed to raising awareness about the importance of cervical screening and facilitating eligible patients to attend for a smear test. Cervical screening, often referred to as a 'cervical smear' is a free health test that helps to prevent cervical cancer by looking for cell changes on the cervix caused by high-risk human papillomavirus (HPV), which if left untreated may develop into cancer. The test itself is not a test for cancer.

During the course of the year we will be supporting Cervical Cancer Prevention Week in January (20th- 26th Jan 2020) and Cervical Screening Awareness Week in June (15th-21st June 2020). Cervical screening appointments are available throughout the year at all of our eight sites with our team of experienced Practice Nurses. We also offer some appointments in the evening and on Saturday mornings at our Rosebank site.

In the UK if you are registered as female with a GP surgery you are invited for cervical screening

- every 3 years between ages 25 and 49
- every 5 years between ages 50 and 64

Regular attendance for screening is so important and **if you have received an invitation** then please do not delay booking your test.

Appointments can be made by speaking with one of our reception team or can be booked online via the myGP app. You are welcome to bring along a friend or partner to the appointment. Our dedicated nurses and clinicians are happy to discuss any questions or concerns you may have about the test. It is our aim to ensure everyone knows about the importance of cervical screening and attend when invited. Cervical screening saves lives and we are proud to offer this service to our patients.

Don't delay, book your appointment TODAY

Ordering your Repeat Prescriptions

Are you aware of all the different ways to order repeat prescriptions? You can:

- Drop a request in to one of our sites – either the right hand side of your prescription or complete a request slip in the practice
- Ask your community pharmacy to order on your behalf
- Order online through our practice website or
- Order via the MyGP App

Our medicines co-ordinator team are working really hard to process your requests and at the moment are processing requests within 3 working days

Use our signpost guide to help you book with the correct healthcare professional

Have you had to wait for an appointment? You may not always need to see a GP. To help us minimise our patient wait time for appointments please consider which healthcare professional you need to see in relation to your problem. By doing this and booking with the correct person you are helping to improve our accessibility to doctors for patients who have more complex needs and to promote better continuity of care, which we feel is highly important.

Our Reception staff will, on behalf of the GP, ask you some basic questions to guide you to the correct clinician and assist you with any general enquiries and information you may require

- Telephone triage of UTI's, diarrhoea and vomiting and musculoskeletal problems
- Assessment and examination of new medical problems
- Review of chest, ear and throat infections not resolved after self care and pharmacy advice

- Give advice and help regarding medication queries
- Adult medication reviews
- Helping patients with the management of long term conditions

Your GP may refer you to see a Physiotherapist at the surgery.

For queries regarding your hospital outpatient appointment, call the number on your letter advising you of your appointment

You can see an Optician for dry, red, sore, watery, sticky or itchy eye, cysts, styes and conjunctivitis. They have the correct equipment for an eye examination and can prescribe if necessary.

Any condition involving mouth or teeth



Lancaster
Medical Practice

Reception

Health Care Assistants

Advanced Clinical Practitioners

Practice Nurses

Practice Pharmacists

Physiotherapy

Other healthcare providers

Outpatient hospital appointments

Optician

Pharmacy

Dentist

- Blood pressure checks
- Flu vaccinations (adults)
- Urine check
- Phlebotomy (bloods taken)
- Height/weight checks
- Simple dressings
- Simple suture/staple/clip removal
- B12 injections
- Ear syringing
- ECG
- INR, Warfarin blood tests

- Chronic Disease Reviews
- Childhood vaccinations
- Travel advice & vaccinations
- Swabs, cervical smears & Coil checks/removal
- Flu (adults and children), Shingles and Pneumococcal vaccinations
- Dressings
- Contraception pill, HRT reviews and Depo injections
- Children's blood tests (10-16yrs)

- Coughs & colds
- Sore throats & earaches for less than 3 days
- Emergency contraception, thrush, pain relief
- Verrucas, warts, constipation, head lice
- Hay fever
- Mouth ulcers, cold sores
- Dry skin, nappy rash, abrasions, bruises, insect bites & sunburn
- Travel advice & vaccinations

Visit our website for more information: www.lancastermedicalpractice.co.uk