



**LOCKSIDE**  
MEDICAL CENTRE

# NEWSLETTER

WINTER 2017



[lockside@nhs.net](mailto:lockside@nhs.net)

[www.locksidemedical.co.uk](http://www.locksidemedical.co.uk)

Questions about Cancer?  
Talk to us.

The Macmillan Cancer  
Information & Support  
Service at [Lady Smith  
House, Tameside Hospital](#).

Free, confidential [drop in](#)  
service OR ring to make an  
appointment [0161 922 5644](tel:01619225644)

Information on living with  
Cancer, discuss treatments,  
support, internet access to  
guide people to the correct  
information needed.

Financial advice, and what  
benefits are available.

Look good and feel better  
beauty therapy sessions.

[No one should face Cancer  
alone.](#)

## “Can I just check...?”

We recently did a survey of the work carried out by reception to try to work out why our patient advisors are so busy.

We were absolutely amazed by how much time they spend answering the phone to people who are ‘just checking’:

- When their appointment is
- If their prescription is ready
- If their prescription is at the practice or the pharmacy
- If their Fit note is ready
- If their referral has been done.
- Asking on the progress of a hospital appointment
- If a letter has arrived from the hospital yet

We estimated it took **an hour** of reception time **every day** to answer these queries. Time that could be spent caring for patients. Phone lines need to be open for people who need medical /healthcare support.

We would like to ask you all to **STOP CHECKING PLEASE.**

Prescriptions will all go to the pharmacy and if there is a problem with a prescription, Fit note or referral we will contact you.

Save and check your texts for appointment times or register for Patient access to records to see where we are up to with referrals/letters.

And finally... we have no idea of the progress of hospital appointments, so we aren't the right people to ask.

**THANKS FOR YOUR UNDERSTANDING**

## Be Clear on LUNG Cancer

We all get short of breath sometimes, but if you get out of breath doing everyday things you used to be able to do it could be a sign of lung disease, such as COPD (chronic obstructive pulmonary disease), or heart disease. It could also be a sign of lung cancer. If your breathing is difficult or uncomfortable, or if it feels like you can't get enough air, see your GP as soon as possible. Early detection makes cancer and other diseases easier to treat – so seeing your doctor could save your life.

You should also come and see us if you have any of the symptoms below – don't just put them down to a ‘smoker's cough’ or getting older:

- a cough that has got worse or changes
- frequent chest infections
- coughing up blood
- chest or shoulder pain
- wheezing
- feeling more tired than usual for some time
- losing weight for no obvious reason

If you know anyone who has any of these symptoms, encourage them to see their doctor as well.

## SUPPORT AT HOME

British Red Cross and Macmillan Cancer Support are working together to support people living with effects of Cancer in Tameside.

- **Companionship**
- **Support with Shopping**
- **Collecting prescriptions**
- **Light housework**
- **Short respite/sitting service**
- **Hand, arm and shoulder massage**

**There is NO CHARGE for this service.**

**Tel: 0161 888 8903  
07921 067 248  
BRCanMacmillan@redcross.org.uk**

## Our List Size

Recently we have heard that some of our patients are worried that the Lockside magic is being diluted too much because we have taken on too many patients. This is not the case. We keep a careful eye on our list size, and although we are popular, we want to keep to a size where we can give everyone a great service. Current list size is

We aren't allowed to turn people away without formally applying to NHS England to close our list and this is made very difficult as they want all Practices to remain open.

We are working harder, and the Practice is busier because medical science means we can do SO much more for people.

Patients come to the Doctors more often than they used to and we haven't the resources to keep track with this increase, Lockside is faring better than other Practices as shown by our 'Outstanding' rating by the Care Quality Commission.

Please help us to be as efficient as possible by:

- Using NHS Choices for minor symptoms
- Going on patient facing services
- Allowing our Patient Advisors to help you to decide which person is the best person for you see or to speak to, or to recommend the best service for you.

## Directory Enquiries

After the survey of reception work, the partners at Lockside have asked the Patient Advisors to stop offering a directory enquiry service as it is blocking the phone-lines for people who need medical help. Many people phone us to ask for the number for another NHS service. In future please could you make use of the library or a directory enquiry service. THANKS.

## MEDICAL STUDENTS

As a training Practice for our up and coming Doctors, Lockside Medical Centre supports 4<sup>th</sup> and 5<sup>th</sup> Year Medical Students from Manchester University of Medicine in training and gaining experience in General Practice. All patients seeing Medical Students will be triaged by one of our Partners beforehand. Please help support our Medical Students



**Coffee Morning**

**If you would like to join us or know of anyone who is lonely and isolated, and would benefit from meeting people who are similar – please contact us or come along to the next Coffee Morning on Saturday 18<sup>th</sup> November. At Stalybridge Labour Club between 10.30-12 noon.**

**Bringing together lonely people.**


**More information available at our reception desk.**

## This Practice contributes to Clinical Practice Research Datalink

Information in patient records is important for medical research to develop new treatments and test the safety of medicines. Lockside Medical Centre supports medical research by sending information from patient records to Clinical Practice Research Datalink (CPRD).

You CANNOT be identified from this information sent to CPRD, but if you do not want anonymised information to be used in research you can opt out by letting the Practice know.

**Lockside Medical Centre will be closed on the following dates:**

**Christmas & New Year**   
**Monday 25<sup>th</sup> & Tuesday 26<sup>th</sup> December**  
**Monday 1<sup>st</sup> January 2018**

**Target training afternoons: Thursday 16<sup>th</sup> November & Thursday 18<sup>th</sup> January**