

## Old Henry Street



## Medical Centre



### Our New Advanced Practitioner

From Monday 11th December we welcome another member to our Medical team. She is **Mrs Hazel Kneale** and she is an Advanced Practitioner.

An Advanced Practitioner is a Registered Nurse who has completed advanced training and achieved academic qualifications to be able to examine, assess, make diagnosis, treat, prescribe and make referrals for patients who present with undiagnosed / undifferentiated problems.

Advanced Practitioners now work successfully in many GP Practices and it is a really positive development for Old Henry Street.

### GP Hubs - when our Practice is closed

To help to provide GP services at a time convenient to patients, especially for those who work or those who care for others and need to wait for someone to take over their caring duties, there are a number of **GP Hubs** in the Wigan Borough that you can access when our Practice is closed. They are staffed by GPs and Nurses.

The nearest one to our Old Henry Street Practice is in the **Bridgewater Surgery Building** next to our Medical Centre.

You would be able to see a GP during the following times:

**Week Days 6.30 - 8.00pm**

**Weekends 10.00am - 4.00pm**

**To get an appointment please ring:-**

**01942 482848**

### Your Mobile Number

Please will you make sure that you have provided us with your up to date **MOBILE NUMBER**.

### Old Henry Street Medical Centre

Henry Street, Leigh, Lancashire WN7 2PG

Tel: 01942 605506

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

### Checking in Machine

Could we please apologise for the fact that the Checking in Machine has been 'out of order' quite often in recent months. This was caused by problems outside our control. However we have now been given assurances by IT that these problems have been sorted out.

We hope that all patients attending the Practice to see a GP or a Practice Nurse do book in at the Checking in Machine. This avoids long queues at the Reception Desk.

### Patient Survey 2018

In 2017 we carried out a Patient Survey which gave us valuable information about how our Practice is performing. This enabled us to do an audit against our ongoing Action Plan. We were really pleased that 98.5% of the patients surveyed considered that the quality of care by our doctors during consultation was 'Good, Very Good or Excellent'. A similar percentage rated the helpfulness of our receptionists as 'Good, Very Good or Excellent'.

We are still challenged by the 33% of patients who rate the ability of patients to get through to the practice by telephone as 'less than Good'. We know that this is causes genuine frustration for both patients and staff and we continue to work hard to solve it. The sheer volume of calls on busy mornings can simply overwhelm the number of available lines.

What finally thrilled us in the 2017 Patient Survey was that 97.5% of our patients would recommend our Surgery to their friends and family.

Now it is time to organize our 2018 Survey. Survey forms will be handed out to a random sample of our patients in late January and early February.

The Survey is carried out each year completely independently by our Patient Group.

## Flu Clinics



Could we please thank the members of the Patients Group who organised our Saturday Morning Flu Clinic which was attended by 500 patients. It is clear that this is a very popular part of our annual calendar.

## Community Link Worker

We have a Community Link Worker working regularly within our Practice. His name is Michael Wrenshall.

His role is to 'link' patients to services that may be of help in a practical way, ie financial issues, food banks, loneliness/isolation, bereavement, voluntary services, linking with like minded people in regards to hobbies etc. He has lots of knowledge about local services and can spend time with you understanding any issues you have affecting your health and wellbeing.

## Travel Vaccinations / Advice

There is a currently a global shortage of certain vaccinations. We may not be able to offer some of them but it is important that you still make an appointment with the Practice Nurse at least six weeks before you travel so that she can give you the correct travel advice.

## Antenatal Care

### Ante Natal Clinics (By appointment)

**Fridays 10.00am - 11.30am**

Your team midwives monitor your progress through pregnancy, sharing the care with your GP and Hospital Consultant.

Please visit the following site for more information.

[www.nhs.uk/conditions/](http://www.nhs.uk/conditions/)

## Baby Clinic (Well Baby)

Well Baby Development checks for 6 week old babies are offered at the Practice. Please contact Reception for an appointment.



## Leigh GP Cluster

All the GP Practices in Leigh now work closely together in the newly formed '**LEIGH GP CLUSTER**'. The Cluster has responsibility for delivering Primary Care Services in Leigh. Two members of our Patient Group now attend meetings of the Leigh Cluster PPG.

## Healthy Routes

Dan Leonard from 'Healthy Routes' will be working in the Practice each Wednesday. He will be running the Stop Smoking Clinics. Patients can self refer. Just ask any Health Professional at the Surgery. 'Healthy Routes' now has a shop on Bradshawgate which you can also visit for help and advice.

## Old Henry Street PPG

The Patients Group was founded in early 2011. Since then we have taken part in a whole range of activities and strategies on behalf of all patients in the Practice. Recently three new patient members have joined our Group.

We want to hear from you. Your issues and comments about your experiences – especially when you need to attend the Health Services outside the Practice. You can find out much more about the Practice on our website:-

[oldhenrystreet.co.uk](http://oldhenrystreet.co.uk)

## Truly Terrible Joke Spot



Anna: I was top of the class last week.

Mum: How did you manage that?

Anna: I managed to answer a question about elephants

Mum: What question ?

Anna: Well, the teacher asked how many legs an elephant had, and I said five.

Mum: But that wasn't right.

Anna: I know, but it was the nearest anyone got.

***If you have a truly terrible joke for one of our Newsletters please let Reception have a copy.***

Henry Street, Leigh, Lancashire WN7 2PG Tel: 01942 605506  
[www.oldhenrystreet.co.uk](http://www.oldhenrystreet.co.uk)