



Sabden and Whalley Medical Group



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Dr Mo's retirement

Dr Mo will be retiring from the Sabden and Whalley Medical Group in March 2024. Following the announcement, Dr Mo has written the following message to both staff and patients.

'As I reflect on my journey since qualifying as a doctor in 1989, I am filled with gratitude for the incredible 34 years that have unfolded. From performing remote surgical work in Nepal to contributing to healthcare development (1992 - 2004), and later transitioning to General Practice in the UK, each chapter has brought its unique joys.

Embracing the continuity of care has added a special perspective on my career, and I've found immense fulfilment in the meaningful connections formed. Now, as I announce my retirement, I choose to continue making a difference through volunteering. While the specifics of my volunteering work are not yet defined, I am excited about the possibilities that lie ahead.

I extend my heartfelt thanks to all my patients for the trust you've placed in me. It has been an honour to serve you and I wish each of you well on your journeys.

With warm regards,

Dr Marjoleine Onrust'

There will be retirement books at both surgeries for patients to leave a message and to thank Dr Mo for her fantastic service over the years.



There have been three new starters join the Administration and Reception Team.

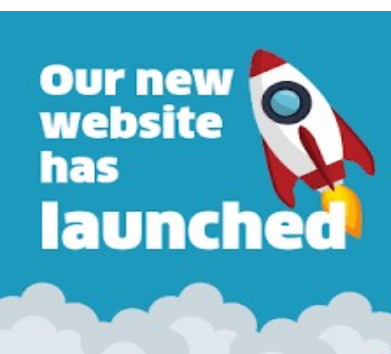
Claire Beesley – Administrator

Diane Heys – Receptionist

Jo Walsh – Care coordinator



Find us on
Facebook.



In order to help improve patient experience we have recently changed our website provider to ilatro. We hope that this will make the website more accessible for all to use.

Please use to link below to access the new site: www.whalleysurgery.nhs.uk



Please let your GP Practice or clinic know if you no longer need your appointment so someone else can use it

New appointment and online triage system

In the past the Sabden and Whalley Medical Group patients were able to book routine appointments via the NHS app and acute appointments needed on-the-day basis were made by telephoning the surgery.

The government have updated the GP contact to make it clear that patients should be offered an assessment of need or sign posted to the most appropriate service. The best way to manage this is by introducing the online patient triage service.

Why is triaging important?

When we feel unwell it can be confusing when choosing the right service. Medical professionals spend years training and are the experts when it comes to making sure that patients get the right care at the right time. The Sabden and Whalley Medical Group have 14633 patients in total in total, and we get hundreds of requests each day. Therefore, we have assigned a trained medical professional to triage each request ensuring each patient receives the most appropriate appointment and care.

Using the online system

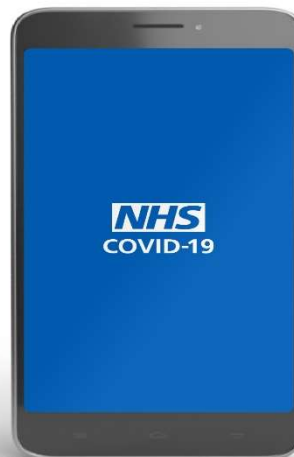
Patients will be able to access the online triage system by using the NHS app and logging into their account.

There may be some who feel like the system is not best suited to the elderly, vulnerable and patients who are not technology savvy. The phone lines will still be open as normal, however we hope that the triaging system will decrease the waiting time on the telephone lines.

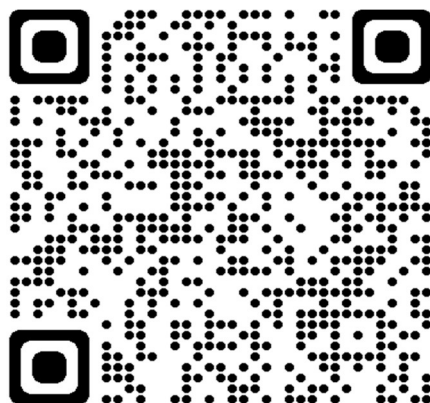
As the surgery is not a 24hr service, your requests can only be actioned during working hours (Monday to Friday 8am – 6:30pm). Please note that bank holiday will affect this. If patients feel like their requests are urgent and they can not wait until the next working day then we would advise that you contact 111, however we must stress that for urgent or life-threatening symptoms you should contact 999.



- ✓ order repeat prescriptions
- ✓ book and cancel appointments at your GP surgery
- ✓ view your GP medical record
- ✓ access NHS 111 online
- ✓ access to a range of other NHS services



- ✓ use the app's QR scanner to check into places like bars and restaurants
- ✓ alerts you if you've been near other app users who have tested positive for coronavirus
- ✓ check the level of risk in your postcode district
- ✓ check your symptoms, book a test and get your result



Use the QR code to sign up to the NHS App

Shingles update

Patients who have turned 65 years since the 1st of September 2023, or are aged between 70-79 years, are eligible to receive a free shingles vaccination. If you have previously had chicken pox you are at risk of developing shingles as the chicken pox virus stays inside your body and can recur as shingles later in life. Also, as we get older our immune system weakens which also increases the chance of getting shingles. Shingles can be a very painful nerve and skin condition and is more common among older people. The shingles vaccine can reduce your chance of developing shingles, or if you do get shingles, it can make the symptoms milder. The vaccine is given as an injection in your upper arm. If you have received an invitation and wish to be vaccinated, please contact Reception.



MMR update

In recent years vaccination rates have fallen and cases of measles, mumps and rubella are increasing within England. We currently offer MMR vaccination dosages to children, the first at twelve-months old and the second at preschool age (3 years and 4 months). However, there is no age limit on receiving your MMR vaccinations and therefore we are working through a list of potential patients who have not received both vaccinations and asking them to check their own health records. By doing this we hope that we can then offer these patients an MMR vaccination.

The effectiveness of the MMR vaccine

- Around 99% of people will be protected against measles and rubella.
- Around 88% of people will be protected against mumps.

Dry January

There are a wide range of health and financial benefits to taking part in dry January, some include.

- Fuller Wallet
- Deeper sleep
- Boosted energy
- Better concentration

Statistics

- 86% of participants save money.
- 70% of participants have better sleep.
- 66% of participants have more energy.

The Charity behind dry January.

Alcohol Change UK was created by the merge of Alcohol Concern and Alcohol Research UK in April 2017. Alcohol concern was founded in 1984 and has a history of campaigning and supporting those directly affected by alcoholism. Alcohol Research UK was founded in 1982 and has funded over 800 projects within the UK.

Be part of Dry January® dryjanuary.org.uk

Message in a bottle

The message in a bottle was created by the Lions Clubs International to allow the emergency services to have easy access to a person's medical information.

The kit includes a form, where personal and medical information is detailed and is to be stored in your fridge. You will also receive a sticker which you should place in your window informing the emergency services where they can find your information.

The bottles are given to the public, Health centres and chemists free of charge.

We are pleased to say that our Receptionist, Catherine is a member of the Whalley Lions and has supplied the surgery with bottles for patients to collect from the waiting areas and take home.



If you would like to donate to the local food bank, please see below specific items that they need:

URGENTLY NEEDED FOOD ITEMS	
TINNED VEGETABLES	
TINNED POTATOES	
SPONGE PUDDINGS	
LONG LIFE FRUIT MILK	
SOAP BARS	
SHAVING FOAM/ RAZORS	
TOOTHBRUSHES	
LAUNDRY LIQUID/ POWDER/ GEL	
WE'VE GOT PLENTY OF	
BEANS	

OUR SHOPPING LIST	
FRUIT JUICE (CARTON)	
SOUP	
PASTA SAUCES	
CEREALS	
RICE PUDDING (TINNED)	
TEA BAGS / INSTANT COFFEE	
INSTANT MASHED POTATO	
RICE	
TINNED MEAT	
TINNED FISH	
TINNED FRUIT	
JAM	
BISCUITS OR SNACK BAR	
NAPPIES	
SHOWER GEL	
SHAMPOO	
DEODORANT	
WASHING UP LIQUID	
TOILET ROLLS	



Ribble Valley Foodbank

It can be easy to forget that people within our community may struggle financially and sometimes that can mean that families can not afford food and are faced with going hungry. The Ribble Valley Food Bank aim to support families by offering them three days' worth of nutritionally balanced emergency food.

About the Ribble Valley Food Bank

The food bank is run in partnership with local churches and is led by the Clitheroe Christians in Partnership. The food bank was first opening in 2013 and last year food was distributed to 1560 families within the Ribble Valley.

Making a donation

The food bank relies heavily on donations of both money and food, you can make a financial donation directly to the food bank by following the step by step guide on their website ([Ribble Valley Foodbank | Helping Local People in Crisis](#)) or alternately you can donate by dropping food off directly to one of the warehouses.

Location of local food banks for those in need

Clitheroe Foodbank, Trinity Methodist Church Community Hub, Wesleyan Row, Parson Lance Clitheroe.