

Please note that we are a teaching practice for both clinical staff and administrative staff.

We would be grateful if you could bear with us and we thank you for your patience

If you are unable to keep an appointment please can you cancel it as soon as possible so that others may benefit from it.

Patients who frequently do not attend appointments may be asked leave the practice.

Are you a smoker?

Are you interested in quitting?

Did you know Quit Squad now run a clinic from the **Issa Medical Centre** for our patients who wish to try and stop smoking, on a Thursday morning.

Please see one of our receptionists who will be able to advise you of our next available appointment.



Contact Telephone Numbers

Issa Medical Centre— 01772 798122

Prescription Line— 01772 693153

St Walburge's— 01772 759330

Opening Times

Monday	8.30	6.00
Tuesday	8.30	6.00
Wednesday	8.30	6.00
Thursday	8.30	6.00
Friday	8.30	6.00
Saturday	8.00	11.30

Prescription Line

Monday	9.00	5.00
Tuesday	9.00	5.00
Wednesday	9.00	5.00
Thursday	9.00	12.30
Friday	9.00	5.00

ISSA NEWS



Welcome to our Surgery Newsletter... July 2017

CONGRATULATIONS

Dr Rehana Master has won an award from Public Service Fusion which celebrates all the wonderful voluntary work she does as well as her selfless charity work, primarily for Abu Hanifah Foundation.

She fulfils 2 key roles within the Foundation, that of Chief Welfare Officer and Head of AHF Health Services. What is more, she carries out over 400 voluntary hours a year whilst juggling a medical GP job and caring for 2 young boys and an equally busy husband.

"There are lots of worthy finalists, so it is an honour and a privilege just to be considered" Rehana remarked before the glitzy ceremony held at King George's Hall, Blackburn on Saturday, 13th May 2017, which featured 100's of community workers and notable organisations and personalities from all across the north-west.

She was very overwhelmed and extremely proud to be announced as the first winner of the night, describing it as 'a very special and humbling feeling'. She thanked all the other dozens of AHF volunteers in her acceptance speech and urged everyone to give a little time to voluntary work, because together we can all achieve so much more.





Did You Know?

Treatment for hayfever can be obtained from the chemist under the pharmacy first scheme.

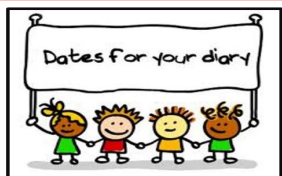
Ask your local pharmacist.

Our Service To You

Our average calls in between the hours of 8am to 9am are **99.5**.

Our reception staff endeavour to answer your calls as soon as possible however as you can see this is an extremely busy time of the day. We ask that you leave non urgent calls i.e results and queries till after 10am. To ease the pressure on the telephone lines you may want to register with **Patient Access** where you can book appointments and order prescriptions online.

Please ask at reception for more details.



Tuesday 18th July — closed for staff training from 1pm

**ISSA
CHARITY
FUND**



As a practice we want to do lots of charitable events during the year for local and national charities and your help would be greatly appreciated.

We will support three local charities throughout the year and will distribute the monies raised at the end. The charities chosen are Baby Beat at RPH. The Space Centre and Dig In North West.

We aim to do all sorts of fun things throughout the year starting with

Next Event— August—Baby Beat Appeal, Guess who?

Check out the Surgery and Social Media for more details

Clinical Pharmacist in GP Practice

In view of the current challenges facing GP practices, the NHS recently introduced clinical pharmacists to work in practices. These challenges include an ageing workforce, an increase in the number of patients with chronic conditions and complex co-morbidities, high patient expectations and the ever dwindling financial resources. These have called for the development of new and advanced roles and innovative attitudes towards the mix of skills. To this end, the vision of our practice has been to enable a structured and knowledgeable advanced clinical practice workforce to be used effectively to ensure a high quality service to our patients now and in the future.

The introduction of the clinical pharmacist into the team means GPs can focus their skills where they are most needed like diagnosing and treating patients with complex conditions. This role of a clinical pharmacist is supported by NHS England, Health Education England, The Royal College of General Practitioners and the British Medical Association committee. The clinical Pharmacist works as part of the general practice team to resolve day to day medicine issues including consultations and treatment of patients. This includes the management of minor ailments, same day appointments and some long term conditions. The role extends to advising those on multiple medications and better access to health checks. The role is pivotal to improving the quality of care and maximising patient safety.

The clinical pharmacist has undergone specialised training in consultation skills and clinical examination. He is an independent prescriber, can request for further relevant investigations that need to be performed, works within the limits of his competencies and knows when to refer to the GP for further advice. He has additional expertise outside the usual scope of community pharmacy practice.

Our clinical pharmacists like all other members of the practice team welcome comments and suggestions designed to improve the quality of service we offer to our valued patients.