Welcome to the latest issue of the Mayfield Newsletter! In this quarter we discuss Ordering of Repeat Prescriptions, Systm1 Smartphone App, Surgery Name Change, Jo’s Cervical Cancer, Moles and Tooth Decay.

**CHANGES TO ORDERING OF REPEAT PRESCRIPTIONS**

As from 1st January 2017 pharmacies will no longer be taking prescription requests from patients. Therefore, in order for the process to run smoothly, please follow the following process; Drop your request off at reception using the counterfoil of your repeat prescription, Send us your request by post by using the counterfoil of your repeat prescription including a stamped addressed envelope if you require your prescription to be posted back to you, order your repeat prescriptions via Systm1 online or Systm1 smartphone App or by telephone (please note this is for exceptional circumstances only.) Once your prescription has been issued we will then send it electronically to your nominated Pharmacy, this means you do not need to collect your prescription from the surgery but instead can go straight to your chosen chemist to collect your medication. If you are not signed up for your prescriptions to be sent electronically please speak to your Pharmacy who will arrange this for you.

**SYSTMONLINE SMARTPHONE APPLICATION**

Manage your care on the move with patient health app SystmOnline! SystmOnline gives you as a patient, easier access to your GP and medical data, allowing you to conveniently manage your healthcare. Through the SystmOnline app you are able to update your contact details, book appointments, request repeat prescriptions, view your ‘Detailed Coded Record’ and more. In order to use this app you must have a username and password, please provide photographic ID, e.g. passport or driving licence and a recent utility bill in your name with your current address. This new app means that now around 80% of smartphone users in the UK can potentially access their electronic medical record from their phone.

**PRACTICE NEWS—CHANGE OF SURGERY NAME**

From April 2017 Mayfield and the Grange will be one organisation therefore a new name of the merged organisations has been chosen Hollyns Health and Wellbeing—Clayton & Hollyns Health and Wellbeing—Allerton. The name “Hollyns” was suggested by a patient, with the background to her suggestion being that Hollyns were a prominent family who settled in Clayton in the 16th century and in the 17th century descendants of the family moved to Allerton. The above name would also enable flexibility in terms of possible further consolidation of General Practice in the future and it was felt that we needed to loosen the direct geographical link whilst maintaining links to our origins, hence, why we have chosen Hollyns. Thank you to all patients and staff for your suggestions.
Every year in the UK, around 3,000 women will be diagnosed with cervical cancer. Cervical cancer is the most common cancer in women aged 35 and under. Cervical cancer is not thought to be hereditary. In 99.7% of cases, cervical cancers are caused by persistent infections with a virus called high-risk human papillomavirus (HPV). HPV is a very common virus transmitted through skin to skin contact in the genital area. Around four out of five sexually active adults (80%) will be infected with some type of HPV in their lives. However, for the majority of women this will not result in cervical cancer. While HPV infection is common, cervical cancer is rare. Each year around five million women in the UK are invited for cervical screening (smear test). Cervical screening is **NOT** a test to find cancer. It is a screening test to detect changes to the cells of the cervix, which are called cervical abnormalities or pre-cancer. Between 90 and 94% of all screening results come back normal, with no abnormalities found. It is important to remember that an abnormal screening result rarely means cancer. Having regular cervical screening offers the best protection against developing cervical cancer. If you are feeling anxious beforehand, you can ask a member of your family or friend to accompany you. Your practice nurse or GP will be happy to talk through any anxieties that you have prior to your cervical screening appointment. **Please take up your invitation to attend your cervical screening test; Cervical screening saves 5,000 lives a year in the UK.**

**MOLES AND THE DIFFERENT TYPES**

Moles are small coloured spots on the skin made up of cells called melanocytes, which produce the colour (pigment) in your skin. Moles are often a brownish colour, although some may be darker or skin-coloured. They can be flat or raised, smooth or rough, and some have hair growing from them. Moles are usually circular or oval with a smooth edge. Moles can change in number and appearance. Some fade away over time, often without you realising. They also sometimes respond to hormonal changes, for example during: pregnancy – when they may get slightly darker, teenage years – when they increase in number and older age – when they may disappear from 40 to 50 years of age onwards. There are many different types of moles, the most common are: junctional melanocytic naevi – these are usually brown, round and flat, dermal melanocytic naevi – these are usually raised, pale and sometimes hairy and compound melanocytic naevi – these are usually raised above the skin, light brown and sometimes hairy. Rarer types of moles include: halo naevi – moles surrounded by a white ring where the skin has lost its colour, dysplastic or atypical naevi (also known as Clark naevi) – unusual looking and slightly larger moles that can be a range of colours and either flat or bumpy and blue naevi – dark blue moles. **Checking your skin:** You should check your skin every few months for any new moles that develop (particularly after your teenage years, when new moles become less common) or any changes to existing moles. A mole can change in weeks or months. **Things to look for include:** moles with uneven colouring – most moles only have one or two colours, but melanomas have lots of different shades, moles with an uneven or ragged edge – moles are usually circular or oval with a smooth border, bleeding, itching, red, inflamed (swollen) or crusty moles, moles that get a lot bigger – most moles are no bigger than the width of a pencil. **If you notice any changes to your moles or are worried about them, see your GP. Changes to a mole may be an early indication of a type of skin cancer called melanoma.**

**TOOTH DECAY— SIGNS & SYMPTOMS**

Tooth decay can occur when acid is produced from plaque, which builds up on your teeth. If plaque is allowed to build up, it can lead to further problems, such as dental caries (holes in the teeth), gum disease or dental abscesses, which are collections of pus at the end of the teeth or in the gums. Tooth decay may not cause any pain. However, if you have dental caries you might have: toothache – either continuous pain keeping you awake or occasional sharp pain without an obvious cause, either continuous pain keeping you awake or occasional sharp pain without an obvious cause, grey, brown or black spots appearing on your teeth, bad breathe or an unpleasant taste in your mouth. **Problems finding an NHS dentist?** If after contacting several dental practices you still can’t find a dentist accepting NHS patients, you should call NHS England's Customer Contact Centre on 0300 311 2233.
SMS Text Messaging: if we have your mobile number we will send you text messages to confirm your appointment, remind you of your appointment or notify you of test results. You can “opt out” of these texts at any time. Please inform reception if you do not wish to receive them.

Please remember to inform us if you change your mobile number!

Mayfield Medical Centre

GP Availability
Dr. A. Raw (female) works: Monday all day, Wednesday afternoon and Thursday all day
Dr. A. Suleman (male) works: Monday afternoon (pain clinic only), Tuesday all day, Thursday afternoon and Friday all day
Dr. J. Doore (female) works: All day Thursday and Friday
Louise Lewis (Advanced Nurse Practitioner) (female) works: all day Tuesday to Friday
Nicola Smith (Advanced Nurse Practitioner) (female) works: Monday morning, Tuesday, Wednesday and Friday all day.
Jayne Hunneybell (Paramedic who is Training to be an Advanced Clinical Practitioner) works: Tuesday and Thursday.
All our Practice nurses are also part-time but there is a nurse available Monday to Friday.

Did you know that you can book appointments online and order repeat prescriptions? Register

Attending your appointment!
As a practice we are continually looking to improve our service and make more appointments available to patients. However the number of patients who fail to attend appointments without ringing to cancel is still very high. Between 1st October 2016 and 31st December 2016 we had **392** Did Not Attend appointments. That’s **94** hours worth of wasted appointments.
Please remember to cancel your appointment if you are unable to attend!

We want your views! We are keen to hear feedback about the services we provide. Please log on to [www.mayfieldmedicalcentre.com](http://www.mayfieldmedicalcentre.com) and visit the Virtual Surgery and use the Contact Us button in the waiting area to email us your comments.