



PRACTICE BOOKLET

Partners

Dr G T Au

Dr K Greenwood

Dr O Hilmy

Dr A Sange

Practice Manager

Mrs Jenny Naden

Jenny.naden@nhs.net

Queensway

Poulton-Le-Fylde

Tel: 01253 890219

Fax: 01253 894222

www.queenswaymedicalcentre.nhs.uk

ALL MEMBERS OF OUR TEAM ARE COMMITTED TO DELIVERING HIGH QUALITY CARE AND SERVICES FOR OUR PATIENTS.

Practice Leaflet:

All our new patients will receive a copy of the practice leaflet and copies will be displayed at the reception desk.

Surgery Premises:

Our surgery building will be clean and welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

Registration

We welcome and encourage all registrations as we strive to provide the best quality health care available in general practice. Please ask at reception for our registration pack.

PRACTICE CHARTER

You have the right to:

- Be offered access to a healthcare professional within 24 hours and a GP within 72 hours of contacting the practice (excluding weekends and bank holidays)
- Be offered appointments with the GP, nurse and healthcare assistant that can be booked in advance
- Receive emergency medical treatment or advice when the practice is closed via 111
- Speak confidentially with a member of the reception team
- Access to a healthcare professional that will provide you with the information and support you need to manage your health conditions and stay as well as possible.
- Be issued with repeat prescriptions within two working days
- Access to facilities for disabled persons
- Access to baby changing facilities
- Be chaperoned during consultations
- Request the support of translator services
- Contact the reception team to receive the results of any medical test
- Be referred for specialist or second opinion if the patient and the GP agree

- View your medical records on completion of a Subject access request form, and to know that those working for the NHS are under legal obligation to keep the contents confidential.
- To have a named accountable GP
- Have your concerns, suggestions or complaints listened to and acted upon by the practice in accordance with the practice's in-house complaints procedures

We can only deliver consistently high standards with your help. So please remember to:

- Ensure we have all your correct contact DETAILS tell the receptionist or clinician if you change your name, address or telephone number
- Have simple home remedies for common minor ailments at home
- Use the skills and support available from your local community pharmacist for common minor ailments
- Be respectful to the staff at all times - remember our team wants to do their best to help you.
- Respond in a positive way to questions asked by the reception staff.
- Let us know as soon as possible if you cannot keep an appointment. This will help us to see someone else instead
- An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience.
- Return equipment such as blood pressure monitors when you no longer need them, so they can be used by other patients
- Check your repeat prescription re-order slip to ensure that the item(s) that you request is available for re-issue, if it isn't use the acute script order form in surgery.
- Turn off your mobile telephone when in consultation
- Be considerate of other patients and their carers when visiting the practice
- Give us your comments and suggestions – so that we can monitor and improve our services wherever possible or join our patient participation group.

PARTNERS

Dr Gillian Au (F) Senior Partner - Room 4

MBChB 1986 (Edinburgh), DRCOG, MRCGP, FPCert, DPCR

Dr Au's special interests include End of Life Care, Women's Health, Care of the elderly, Arthritis and Rheumatology.

She is an experienced GP trainer.

Clinic days: Mon, Tues, Thurs, Fri

Dr Kathryn Greenwood (F) Partner - Room 2

MBChB 1984 (Liverpool) MRCGP

Dr Greenwood has special interests in Learning Disabilities, Mental Health and Dementia. She is the Practice and CCG lead for Safeguarding.

She is an experienced GP trainer and is a member of the Governing Body of the Fylde and Wyre CCG.

Clinic days: Monday and Wednesday

Dr O Hilmy (M) Partner - Room 5

MBChB 1995, MRCS, DO-HNS, DFSRH, MRCGP

Dr Hilmy's special interests include ENT, Musculoskeletal and COPD. He is also interested in minor surgery, joint injection and medical student teaching.

Clinic days: Mon, Tues, Weds, Thurs

Dr A Sange (M) Partner- Room 3

MB ChB 2003 (Dundee), MRCGP

Dr Sange has special interests in Psychiatry, Mental Health and the new field of Telehealth.

He is an experienced GP trainer.

Clinic days: Tues, Weds and Fri

Dr C Coyle (F)- Salaried GP Room 2

MB ChB 2007 (Manchester)

Clinic days: Thurs and Fri

Locum General Practitioner

Dr F Saleem (F)- Room 1

MBChB 2003 DSRH, RCGP

Clinic days: Tues and Weds

Mrs Jenny Naden - Practice Manager

Our practice manager is responsible for the overall running of the practice and is pleased to help with any aspect of your health and treatment. She is also available, by appointment, to discuss suggestions which may improve our service to you or to discuss any concerns you may have.

Health Professionals

Treena Jones (F) Clinical Practitioner - Room 6 Upstairs

Provides same day appointment for minor self-limiting complaints.

Kasia Jarych (F) Pharmacist

Provides pharmacist support to GP Partners, deals with medication requests, reviews on discharge and patient support.

Maureen Walker (F) Practice Matron

Provides holistic review and support to our most vulnerable and housebound patients to avoid any unplanned hospital admissions.

Sister Vicky Gething (F) Nurse Manager - Room 1

Specialities include Diabetes and Family Planning

Sister Caroline Nurse (F) Nurse - Room E Upstairs

Specialities include Diabetes, Respiratory and Family Planning
(See appointment section for more clinic information)

Sam Nix (F) - Health Care Assistant

Assist the clinical team in patient care.

Appointments:

Please note all our calls are recorded for training and quality purposes.

“As Medical Receptionists we are here to help you, and as the front line we are your link to the rest of the practice. At times we may need to ask for medical details in order to work effectively: all the information given is treated in confidence as we are bound by the same codes of conduct as Doctors and Nurses, the more information you can give us, the better we will be able to assist you, the practice has many different kinds of appointments and it is our role to ensure that you get the right one. As a practice we value continuity highly and we would like to ensure that you see the GP with whom you consulted on your condition even if you have to wait a little longer.”

The environment in which doctors (GPs) are striving to provide services is increasingly challenging. There is an increased demand on general practice caused by changes to the population, more complex health needs and care moving out of hospitals contributing to pressure on GP and community services. The wait for GP appointments is increasing and this is a national problem. To help cope with this increased demand, and also to respond to feedback from our patients regarding the wait to the next routine appointment, the practice has implemented a new improved appointment system. Please value your appointment and if you are unable to attend let us know as soon as possible so that another patient may benefit from your cancellation.

Privacy and Confidentiality:

We will respect our patients' privacy, dignity and confidentiality at all times.

Surgery Team

Many things can be dealt with efficiently and effectively by other team members, queries will be dealt with by the most appropriate member of our team, within a reasonable amount of time.

Doctors' Appointments

- Approximately 60% of our appointments are available for patients to be seen within 24 hours.- AVAILABLE BY PHONE and the INTERNET SITE – EMIS ACCESS
- Our doctors also have 40% of appointments in their sessions for their use only; these are used when they wish to review a patient again or if they need to see a patient following a telephone call, if the GP wishes to review a patient he will write a note in his consultation and give you a slip to book at the desk on your way out.
- Please also inform our receptionists if you need to book ahead due to work commitments.

Telephone appointments

Your GP may feel that a telephone appointment with you is needed if so you will be contacted by the surgery to book one.

Home Visits:

Home visits will be available for our most vulnerable and housebound patients. We will endeavour to maintain continuity of care but cannot guarantee a specific doctor will visit you as this depends on availability and other factors. The decision to undertake a home visit will be at the doctors' discretion.

Clinical Practitioner

We will continue to offer same day urgent appointments with our Clinical Practitioner for minor self-limiting complaints that cannot be managed by the pharmacy plus clinic (local chemist). These are not intended for long term conditions.

Locum Doctors' Appointments

We have locum doctors available to see patients who want to be seen within 48 hours and do not feel the need for continuity with their own GP.

Pharmacy+ Clinic

Instead of booking and waiting for a GP appointment you can visit your local pharmacist at any time for advice and treatment for minor health problems – just walk in during the day, evening or weekend. Under 16's should attend with a parent or guardian

Boots Cleveleys, both Lloyds Pharmacies, and Well Pharmacy.

Fleetwood Same Day Health Centre

On a daily basis you can access a limited number of appointments for acute self-limiting conditions, these are useful if you need to book for later in the day please call 03001231144.

Extended hours appointments

We are now offering access to appointments out of our core hours with local GP's and Nurses, these are available at Fleetwood and Freckleton on a Weds, Thurs, Fri night between 18.30hrs and 21.00hrs and Sat and Sun between 08.00hrs and 13.30hrs, please contact the surgery to book one of these appointments

Minor Op clinic

Minor op clinic is by GP referral only. The clinic is held where possible on Friday mornings with Dr Hilmy and a Healthcare Assistant. Patients whom are referred for minor surgery will be added to a waiting list and sent an appointment by letter or contacted directly by phone.

Practice Nurse:

The reason nurse appointments are not available to book online, is that not all nurses offer the same services and the various types of long term condition appointments we offer are all structured differently depending on the condition being reviewed, so a receptionist will need to ensure you are booked with the right person for the right length of time.

Long Term Condition Management

- As part of our commitment to high quality care for all, the practice nurse invites patients in for an annual review of their long term condition.
- Annual reviews give us the opportunity to see how you are coping with your condition and offer advice and support for your needs. While we strongly encourage patients to attend their annual reviews, if you can't, or don't want to attend, we would be grateful if you could notify us so that we do not send you any more reminders until the following year.
- Patients will be contacted by practice staff offering an annual Long Term Condition review. This will be done by mail or if you prefer by text or email if you have given your consent.
- You can also telephone the practice yourself or attend our reception desk to make an appointment when the time is convenient to you.

Our nurses provide specialised appointments in the following:

Diabetes	Asthma/COPD
Hypertension	Chronic Heart Disease
Stroke	Rheumatology

Our Practice nurses operate several other clinics

- Minor Ailments (Nurse Triage)
- Family Planning, HRT and Cervical Screening
- Blood Pressure Checks
- Immunisation—Children and adults
- Basic Travel immunisations and Travel Health, If your travel itinerary requires Hep A, Typhoid DTP (Diphtheria, Tetanus and Polio) These are provided FREE of charge BOOKING is essential – at least 4 weeks before departure.
- Free NHS Health Checks
- Wound management
- Ear syringing
- Rheumatology clinics

Walk-in Blood Clinic

In order to provide a service that does not impact on your busy schedule we run a Blood-taking clinic every week Mondays Wednesdays and Fridays between 8.00am and 9.00am.

Test Results

When a doctor or nurse arranges for a test to be taken the patient will be informed how to obtain the result. Hospital Test results will be sent to your consultant for review not your GP

Bank Holidays – All appointments on the day after Bank Holiday are open for urgent medical problems.

Out of Hours urgent care

Out-of-hours calls (after 6.30pm and before 8.00am weekdays & anytime at weekends) please **Tel: 111** - Patients with a yellow booklet Community Care Plan please contact **Tel: 01253 955750**

Practice Opening Hours:

Monday:	8.00am–6.30pm
Tuesday:	8.00am–6.30pm
Wednesday:	8.00am–6.30pm
Thursday:	8.00am–6.30pm
Friday:	8.00am–6.30pm

Waiting Times

Surgeries will normally start on time. We expect patients to be seen within twenty minutes of their appointment time, and in the event of a delay we will offer an explanation. When a doctor is called away on an emergency we will inform the patients and give them an opportunity to book an alternative appointment, or if preferred, to be seen by another doctor if possible.

Chaperone

If you require a chaperone during your appointment we have trained staff available to assist you in this matter please ask your GP or receptionist when you book in.

Separate Room

If you wish to speak to a receptionist regarding a sensitive matter confidentially please request a private room and we will arrange this as soon as possible.

Referrals

Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. Where requested, our GPs will refer you to a private health provider. We will normally process non-urgent referrals within three working days of the patient consultation or the doctor's decision to refer.

Zero Tolerance

Any incidence of verbal or physical abuse or threats of violence will NOT be tolerated and where necessary the police will be called. Patients failing to respect this will be deducted from the practice list.

Online Access

The surgery offers online access via your computer or by downloading an app to your smart phone so that you can:

- Book or cancel appointments
- See allergies
- Request your prescription
- Update your contact details
- View medical records (for more information on this option please contact reception)
- At a time to suit you 24 hours a day 7 days a week.

If you wish to use this system, please go to our website

www.queenswaymedicalcentre.nhs.uk and register with **Patient**

Access

Repeat Prescriptions

- Take 48 hours to prepare
- Will be authorised by your usual GP wherever possible.
- Our practice pharmacist will from time to time make generic and brand switches to reflect CCG directives
- There is help available to ensure good medication management from our in-house practice pharmacist and our local pharmacies

To order your repeat prescription

- **ONLINE** using your computer/tablet/smartphone *please see above*
- USE the repeat slip attached to your prescription and drop off at the surgery

EPS Prescriptions

- If you get regular prescriptions, the Electronic Prescription Service (EPS) may be able to save you time by saving you unnecessary trips to your GP.
- EPS makes it possible for your prescriptions to be sent electronically to the pharmacy or dispenser of your choice.
- Choosing a pharmacy or dispensing appliance contractor to process your EPS prescription is called nomination. This means, you will no longer have to collect a paper repeat prescription from your GP practice and instead you can go straight to the nominated pharmacy or dispensing appliance contractor to pick up your medicines or medical appliances.
- You'll need to nominate the place you'd like to pick up your prescription medicines or appliances from in the future. You can choose the most convenient place for you, such as near your home, where you shop or where you work. Once in place this is flexible and can be changed at any time, just let your doctor or pharmacy know.

Fit notes and proof of sickness

- Employees must give their employer a doctor's 'fit note' (sometimes called a 'sick note') if they are off sick for more than 7 days in a row (including non-working days).
- The fit note will say the employee is either 'not fit for work' or 'may be fit for work' with altered duties or hours.
- Employers can take a copy of the fit note. The employee should keep the original
- If you need a fit note please ask during your consultation
- If you need an extension to your fit note please contact reception to request (please note in some instances you may need to see your GP for review)

Transfer of Medical Records

The Practice will endeavour to dispatch any medical record required by the Health Authority within 28 working days and same day if the request is urgent or the notes are available by electronic transmission (GP2GP)

Non NHS Services

Medical examinations for insurance, driving, holiday cancellation etc. attract a private fee in accordance with BMA recommendations. You will be asked to pay a fee for private medical certificates, insurance claim forms, private prescriptions etc., please enquire at reception or check our website for charges.

Parking

Please do not park in the rear car park this is reserved for GP use only. Please do not obstruct the driveway as access is needed at all times We have two car parking spaces at the front of the building these are reserved for patients displaying a disabled sticker only.

Comments, Compliments and Complaints

Comments, views or suggestions are always welcome and help us to continue providing a high-quality service to all our patients. Please

email our Practice Manager jenny.naden@nhs.net with any comments you wish to make.

- If you have had a good experience or would like to compliment a member of our staff please use the NHS Choices website to post your comment or fill out a Friends and Family test on our website or in reception.
- If you would like to make an improvement suggestions please contact the surgery reception team or practice manager by phone, email or letter.
- If you would like to make a formal complaint please email or write to the practice manager Jenny Naden or one of the doctors as soon as possible, or ask for a complaints form at reception.

Safeguarding

- We at Queensway Surgery are committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults who attend our surgery, either as patients or when accompanying patients. We expect all of our staff to share this commitment.
- If a member of staff has a concern regarding a child or young person or vulnerable adult they have a duty to act upon that concern. This may mean sharing their concern with another professional and following local and national guidance.

A message to children and Young people

If you have anything that worries or bothers you, whatever it is or however big or small it feels; if you wish to talk about it to either a doctor or nurse we are here to listen.

OR you could ring Childline on: 0800 1111

A message to parents and carers

If you have concerns regarding a child or young person or vulnerable adults safety or you are concerned about your own ability to care for your child or children or others please discuss this with your GP.

- **OR you could telephone the NSPCC: 0808 8005000**

- **OR for support as a parent telephone parent line: 0808 800 2222**
- **Age Concern: 0800 169 2081**
- **Action on Elder Abuse: 0808 808 8141**
- **Carers UK: 0808 808 7777**

Equality and Diversity

Queensway Medical Centre is committed to delivering the best health care services for all in a dignified and respectful way by a workforce who is equally respected. We recognise that all patients, staff and members of the public are individuals and we will strive to meet their needs. As an organisation we will endeavour to support individuals who have special needs making reasonable adjustments when required we will ensure that no one is discriminated against or treated unfairly due to age, disability, race, religion or belief, gender, sexual orientation, gender reassignment, marriage/civil partnership. We will not tolerate discrimination from anyone - staff, the public or patients.

Accessible Information

We aim to collate this information via our new patient questionnaire to ensure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand with support so they can communicate effectively with health and social care services, this will enable them to:

- Receive information from health and social care organisations in formats that they can understand.
- Increase ability to make informed decisions about their health and care, and to better manage their own health, due to increased knowledge, skills and confidence.
- Take up screening and prevention opportunities (e.g. NHS Health Checks / immunisation).
- Increase their ability to recognise signs and symptoms of disease / injury / illness at an earlier stage. Better support to make healthy lifestyle choices
- Better support to self-care and self-manage long-term conditions.
- Exercise their rights to choice.

Military Veterans

- As a practice we are working to ensure the health needs for our military veterans and their families (a person who served 1 day or more in the UK Armed Forces) are given priority.
- Telling us about your veteran status will trigger the transfer of your full medical documentation from the Ministry of Defence (MoD) to your GP and enable you to benefit from veteran-specific services, like prosthetics and mental health.
- All veterans are entitled to priority access to NHS care (including hospital, primary or community care) for conditions associated with their time within the armed forces (service-related). However this is always subject to clinical need and does not entitle you to jump the queue ahead of someone with a higher clinical need.

Patients with particular needs

- The surgery is accessible to patients using a wheelchair or walker.
- We have two car parking spaces at the front of the building these are reserved for patients displaying a disabled sticker only.
- We have a door bell at the main entrance; please ring if you need assistance.
- A disabled toilet is located on the ground floor and is open to all patients.
- For patients with hearing problems we have a hearing loop available at reception.
- We can arrange interpretation and translation services by telephone please let us know when booking an appointment if you need this service.

Changes to procedures:

When changes are introduced to practice procedures that affect our patients, we will ensure that these are clearly explained, by means of a brochure; waiting room noticeboard or individual leaflets, giving as much notice as practicable.

Access to your Medical Records

All patients have the right to see what is kept on their medical records, if you wish to view your medical records you can apply to have online access (no charge) or view them at the surgery (there will be a charge) – please send your request in writing to the practice manager .

Summary Care Record

- Your Summary Care Record contains important information about any medicines you are taking, any allergies you suffer from and any bad reactions to medicines that you have previously experienced.
- Allowing authorised healthcare professionals to have access to this information will improve decision making by doctors and other healthcare professionals and has prevented mistakes being made when patients are being cared for in different care settings.
- Your Summary Care Record also includes your name, address, date of birth and your unique NHS Number to help identify you correctly.
- You may want to add other details about your care to your Summary Care Record. This will only happen if both you and your GP agree to do this. You should discuss your wishes with your GP practice.
- Healthcare staff will have access to this information, so that they can provide safer care, whenever or wherever you need it, anywhere in England.

GP Training Practice

- We are proud to be a well-established training practice, helping qualified doctors, known as registrars, complete the final stages of their GP Training.
- We believe that achieving and maintaining training practice status enhances the quality of the medical care that we provide at the practice. It also enables patients to see a wider range of clinician's whilst allowing the surgery to benefit from the fresh ideas and approaches brought by young enthusiastic doctors. You can of course still elect to see your usual doctor.

- We have been a training practice for many years and the feedback from patients regarding our registrars has been overwhelmingly positive. The doctors tend to be in the surgery for 12 months, becoming an integral part of the practice team and an invaluable resource for patients.

Video Recordings

As a training practice video recordings are sometimes made of consultations. These are made for teaching purposes only. Video recordings are only done with your consent and you do have the right to refuse. However, we would stress that all aspects of general practice, including training, are governed by rules of strict confidentiality. No examinations are filmed.

Medical Students

As a teaching practice, patients may also meet medical students in the surgery or accompanying the doctor on their calls. These students are going through a very important part of their medical training and your co-operation is extremely valuable and much appreciated. However, no intrusion on the privacy of the consultation will take place against the wishes of the patient.

Patient Participation Group (PPG)

At Queensway Medical Centre we have an extremely successful Patient Participation group which is well led and invaluable in its support and advice for our practice. It is influential in our decisions for patient care and helps provide us with the unique prospective of the service user. If you would like to join this group you are very welcome, and a form is available in reception.

Other services:

Health Visitors

Our Health Visitors are based at Poulton Clinic, please note childhood immunisations are now undertaken by the nursing team at surgery if you need the health visitor please telephone: 01253 951540

District Nurses

Our District Nurses services are based at Poulton Clinic and they can be contacted on: 01253 951533

Midwife

Our Midwife is based at Poulton Clinic, please book directly by ringing 01253 951545 – leave a message if the midwife is not there and she will contact you to book.

IMMUNISATION

Child Immunisation Clinic

Every Wednesday afternoon by appointment between 2.00pm and 4.30pm with our practice nurses.

Shingles vaccination

- Anyone aged 70 can have the shingles vaccine on the NHS. You become eligible for the vaccine from the first day of September after your 70th birthday.
- From September 1 2016, the shingles vaccine will be offered routinely to people aged 70 and, as a catch up, to those aged 78. You become eligible for the vaccine on the first day of September 2016 *after* you've turned 70 or 78.
- In addition, anyone who was eligible for immunisation in the previous three years of the programme but missed out on their shingles vaccination remains eligible until their 80th birthday. This includes:
 - People aged 71, 72 and 73 on September 1 2016
 - People aged 79 on September 1 2016

Influenza vaccination

The injected flu vaccine is offered free of charge on the NHS to people who are at risk. This is to ensure they are protected against catching flu and developing serious complications.

You are eligible to receive a free flu jab if you:

- Are 65 years of age or over

- Are pregnant
 - Have certain medical conditions – please ask at surgery
 - Are very overweight
 - Are living in a long-stay residential care home or other long-stay care facility
 - Receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill.
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- In the autumn/winter of 2016-17, the vaccine will be available free on the NHS for eligible children, including:
 - Children aged two, three and four on August 31 2016 – that is, children born between September 1 2011 and August 31 2014
 - Children in school years one, two and three
 - In some parts of the country, all primary school-aged children will be offered the vaccine as part of a test programme
 - Children aged 2 to 17 with long-term health conditions
 - Over the next few years the programme will be extended gradually to include older children.

Pneumococcal vaccination

Pneumococcal infection can affect anyone. However, some people are at higher risk of serious illness and can be given the pneumococcal vaccination on the NHS. These include:

- Babies
- Adults aged 65 or over
- Children and adults with certain long-term health conditions, such as a serious heart or kidney condition

How often is the pneumococcal vaccine given?

- Babies receive the pneumococcal vaccine as three separate injections, at 8 weeks, 16 weeks and one year old.
- People over 65 only need a single pneumococcal vaccination, which will protect for life. It is not given annually like the flu jab.

- People with a long-term health condition may need just a single one-off pneumococcal vaccination or five-yearly vaccination, depending on their underlying health problem.

SCREENING

NHS Health Checks

The NHS Health Check is your chance to get your free midlife MOT. If you are in the 40-74 age groups without a pre-existing condition, you can expect to receive a letter from your GP or local authority inviting you for a free NHS Health Check. Don't worry if you haven't got your invitation yet, as you will be invited for one over the next few years.

As we get older, we have a higher risk of developing something dangerous to your health. Your NHS Health Check can spot early signs of high blood pressure, heart disease or type 2 diabetes and help prevent these happening to you. You'll be given advice and support to help you lower your risk and maintain or improve your vascular health.

Your NHS health check can be repeated every 5 years providing you have not developed a long term condition (we provide specialised checks for these)

Bowel cancer screening

The NHS offers two types of bowel cancer screening to adults registered with a GP in England:

- **All men and women aged 60-74 are invited to carry out a faecal occult blood (FOB) test.** Every two years, they're sent a home test kit, which is used to collect a stool sample. If you are 75 or over, you can ask for this test by calling the freephone helpline on 0800 707 60 60.
- **An additional one-off test called bowel scope screening** is gradually being introduced in England. This is offered to men and women at the age of 55. As of March 2015, about two-thirds of screening centres were beginning to offer this test to 55-year-olds. It involves

a doctor or nurse using a thin, flexible instrument to look inside the lower part of the bowel.

- Taking part in bowel cancer screening reduces your chances of dying from bowel cancer, and removing polyps in bowel scope screening can prevent cancer.

AAA Abdominal aortic aneurysm (AAA) screening

Is a way of detecting a dangerous swelling (aneurysm) of the aorta –the main blood vessel that runs from the heart, down through the abdomen to the rest of the body.

- An AAA usually causes no symptoms, but if it bursts, it's extremely dangerous and usually fatal.
- Men aged over 65 are far more likely to have an AAA than women or younger men – so any man registered with a GP will receive a letter inviting him for screening in the year he turns 65.
- Men aged over 65 can request a scan by contacting their local screening centre directly on: 0191 445 2554
- Screening involves a simple ultrasound scan of your stomach (abdomen), which takes about 10-15 minutes.
- If your abdominal aorta is not enlarged, you don't ever need to be tested again.
- If you have a small to medium aneurysm, you'll be regularly monitored to check it doesn't get dangerously larger.
- If you are found to have a large aneurysm, you'll be seen by a vascular surgeon (a specialist in blood vessels) within two weeks. They will advise on whether you would benefit from treatment to reduce the risk of it bursting.

Cervical Screening

All women who are registered with a GP are invited for cervical screening:

- **Aged 25 to 49** – every three years
- **Aged 50 to 64** – every five years
- **Over 65** – only women who haven't been screened since age 50 or those who have recently had abnormal tests

- Being screened regularly means any abnormal changes in the cells of the cervix can be identified at an early stage and, if necessary, treated to stop cancer developing. However, cervical screening isn't 100% accurate and doesn't prevent all cases of cervical cancer.

You'll receive a letter through the post from the local health authority asking you to make an appointment for a cervical screening test. If possible, try to book an appointment during the middle of your menstrual cycle (usually 14 days from the start of your last period), as this can ensure a better sample of cells is taken.

Breast screening

Is currently offered to women aged 50-70 in England. However, the NHS is in the process of extending the programme as a trial, offering screening to some women aged 47-73.

You will first be invited for screening between your 50th and 53rd birthday, although in some areas you'll be invited from the age of 47 as part of the trial extension of the programme.

You may be eligible for breast screening before the age of 50 if you have a higher-than-average risk of developing breast cancer (for more information, read 'If you have a family history of breast cancer')

If you're over the age of 70, you'll stop receiving screening invitations. However, you're still eligible for screening and can arrange an appointment by contacting your local screening unit.

Tel: 01524 583050/583047

Breast Care Unit

Royal Lancaster Infirmary