

# Grove Road Surgery Newsletter

Volume 11 Issue 3

Autumn/Winter 2015

## **Editors Comments**

(Kelly Hartland, Practice Manager)



It looks like we are forecast a very cold winter, so please take some time to read our article in the newsletter 'Keep Warm, Keep Well'.

I would also urge any eligible patients to book a flu injection as soon as possible.

The next newsletter will be January, therefore, on behalf of the doctors and staff, we wish you all a Merry Xmas and a Happy and Healthy New Year.

## **Electronic Prescription Service (EPS)**



Our Electronic Prescription Service is working very well since we launched it in August. If you have not already nominated a pharmacy of your choice and would like to, please contact Reception.

## **FLU CLINIC**



We are holding our second flu clinic on **Saturday 31st October from 8.30-11.45**, by appointment only (please ring 720606).

This clinic is for over 15's only. We will be holding a separate clinic for anyone under this age on the 5<sup>th</sup> November.

We hope to vaccinate 600 patients over the course of the morning. Patients can choose on the day whether to go upstairs or downstairs depending on mobility considerations.

## **Text Reminder Service**



Not receiving text reminders for appointments? Please ensure we hold your correct mobile number.

## **New Telephone System**



We will be installing a new telephone system in November/December which, we hope, will alleviate the problems we have been encountering whereby some patients have been cut off or have got lost in the system. We felt this was a high spending priority for the surgery. Thank you for your patience if you were one of patients who has been affected by this.

## **Friends & Family Survey**



Thank you to all our patients who have completed the survey so far. Here are some the comments we have received:

*"Marvellous Reception Staff, Nurses and Doctors. We are*

*Extremely lucky to have this free service”.*

*“Most time I get an appointment on the day I want it”.*

We are also pleased to receive your suggestions on how to improve the service too. The short survey is still available to complete in the waiting rooms or via our website.

### **Test Results**



Just a reminder that you are able to ring in for test results between 12-2pm and 5-6.15pm. Please remember that it is your responsibility to ring in for test results. This must be done by yourself (unless you are under 16, in which case it is your parent's responsibility).

### **Keep Warm, Keep Well**



As the winter months approach, one of the best ways of keeping yourself well is to stay warm. Wrap up warm, inside and out. Layer your clothing to stay warm and wear shoes with a good grip if you need to go outside.

Check on older neighbours or relatives to make sure they're safe and well. Make sure they're warm enough,

especially at night, and make sure they have stocks of food and medicines so they don't need to go out during very cold weather.

If you are worried about a relative or an elderly neighbour, contact the council or ring Age UK helpline on 0800 00 99 66.

### **Keep Your Records Updated**

If you have changed your home address or have a new home or mobile telephone number please ask for a 'change of address' form at Reception or email: [EHSCCG.GroveRoadSurgery@nhs.net](mailto:EHSCCG.GroveRoadSurgery@nhs.net). If you have an email address and wouldn't mind this adding to your records please inform us, as this would give us an alternative means of contacting you (no sensitive information will be sent in an email however).

It is also important we have your next of kin recorded on our records. If you think we do not have these details, please let us know.

### **Holiday Opening**



We are closed from 6.30pm on Christmas Eve, throughout the Christmas period, re-opening at 8am on Tuesday 29<sup>th</sup> December. We are then closed just for the day on New Year's Day, re-opening Monday 5<sup>th</sup> January 2016. Whenever the surgery is closed, you will need to telephone 111 for advice.

## **Little Christmas in Little Chelsea**



This year's event will take place on Friday 4<sup>th</sup> December from 4-10pm. Please be aware there will be road closures in Grove Road and South Street on that day.

### **Closed**



25<sup>th</sup> December 2015  
28<sup>th</sup> December 2015  
1<sup>st</sup> January 2016

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