

Grove Road Surgery Newsletter

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Autumn/Winter 2017

Editor's Comments

(Sam Bridgewater, Practice Manager)



Welcome to the autumn edition of our practice newsletter. I hope you find this edition helpful and informative.

FLU CLINIC



Flu is a common infectious viral illness caused by influenza viruses that infect the nose, throat and lungs and can cause mild to severe illness or further complications like pneumonia or worsening of chronic medical conditions such as asthma or diabetes. You can catch the flu all year round, but it's especially common in winter and is predicted to be worse this year. You may be able to pass the flu to somebody before you know you are sick, so the best way to prevent flu is by getting a flu vaccine each year.

PLEASE HELP OUR SURGERY BY GETTING VACCINATED AT THIS PRACTICE.

If you are eligible for a flu vaccination we would kindly ask that you attend the surgery as opposed to using alternative providers such as supermarkets or pharmacies. Having your vaccination at your GP surgery means that we can record directly onto your NHS medical record, look at your past history to check for allergies, interactions etc and provide the reassurance of a medical team in a clinical environment. Please speak to one of our reception team and book an appointment in one of our clinics:

Saturday 30th September
Saturday 28th October

We are also running ad hoc flu clinics once a week for approx. one hour – this is a walk-in service.

Are you Eligible?

- Patients 65 Years Old or over
- Patients with the following Chronic Disease:
Respiratory (Asthma, COPD)
Diabetes
Heart Disease
Kidney Disease
Liver Disease
Neurological Disease
Weak Immune System (No Spleen, Immunosuppression)
- Pregnant Women
- Children aged two & three (Nasal Spray)

- Morbidly Obese (defined as BMI of 40 and above)
- Carers

For more information on the flu vaccination visit the NHS Choices website.

NATIONAL SHORTAGE OF HEP A & HEP B



There is currently a global shortage of both Hepatitis A and Hepatitis B vaccine and it is thought the situation is unlikely to change in the next few months. Our apologies for any inconvenience but this is an issue that is beyond our control.

SMS TEXT MESSAGING SERVICE



Our text messaging service is a great way for us to communicate with our patients, we can remind you of appointments, annual check-ups and advise on specific clinics. However we do realise this is not the preferred choice for all our patients, so if you'd like to opt out of the text messaging service, please see one of our staff members at reception and we'll be very happy to help.

PATIENT ACCESS



For registered patients it is possible to book appointments and order repeat medication online. You can also view prescribed medication, immunisation history and allergies which are held in your medical record. Please ask at Reception if you would like to register for this service. Each family member will need to have their own individual email address in order to use this service.

NON ATTENDANCE FOR APPOINTMENTS



Those not attending for their booked appointments remain one of our main barriers to being able to offer more choice for pre-bookable appointments. It also means you potentially have to wait longer to see your chosen doctor. The figures remain high and for August 2017 they were:

73 non attendees

Appointments are at a premium in Primary Care now more than ever before, so we need to work together on this problem. Please do not get annoyed at our receptionists if they cannot offer an appointment when you want one – they can only work with the appointments that are available.

Please contact the surgery if you are unable to attend your appointment or, if you use the text reminder service, please reply with the word 'cancel'. We can then offer the

appointment to another patient. Thank you.

PRESCRIPTIONS



Just a reminder that we cannot take requests for repeat prescriptions over the telephone as there is potential for significant or dangerous mistakes with misheard drug names.

There are a number of options for patients on long-term medications to re-order repeat prescriptions.

- On-line using the Patient Access System
- In Person
- By Post
- By Fax
- Via Local Pharmacy

Please note you do not need an appointment to order your repeat medication.

Please also note messages on your prescription i.e. to see a Practice Nurse or Doctor for blood pressure reviews.

URINE SAMPLES



If you do need to drop a sample off at reception, please make sure that is a mid-stream urine sample and should be in a red topped bottle obtainable from the surgery. The hospital has recommended that this is the only sample bottle acceptable for accurate checks on urinary infections. Also remember to put your full name and date of birth on the bottle. Please ensure you drop off any samples to the surgery before 11am. Thank you.

PATIENT PARTICIPATION GROUP



A big thank you to everyone who recently expressed an interest in joining our PPG. I will be writing to you all shortly with details on what is involved and how to apply to become a member.

HOLIDAY OPENING



We are closed from 6.30pm on Friday 22nd December, throughout the Christmas period, re-opening at 8am on Wednesday 27th December. We are then closed just for the day on New Year's Day, re-opening Tuesday 2nd January 2018. Whenever the surgery is closed, you will need to telephone 720606 which will direct you to Out of Hours or dial 111 for advice.

The next newsletter will be Spring 2018, therefore, on behalf of the doctors and staff, we wish you all a Merry Xmas and a Happy and Healthy New Year.

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