

# Grove Road Surgery Newsletter

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Summer 2015

## Editors Comments

(Kelly Hartland, Practice Manager)



We have had a few staff changes this summer and we have been getting ready to welcome our new medical students that arrive from September.

We have also been busy getting ready for a change in the way we manage our prescriptions (see article further down the newsletter).

I hope everyone has had a lovely summer.

## Registrar



We said goodbye to Dr Peter Tabor this month and welcomed Dr Richard Workman, who will be with us until August 2016.

## FLU CLINIC



We are holding our first flu clinic on **Saturday 10th 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.

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.

The injected flu vaccine is offered free of charge on the NHS to people who are at risk. This is to ensure that patients 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.
- 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.

•Are a healthcare worker with direct patient contact, or a social care worker.

We will hold a further clinic at the end of October, details will be made available closer to the time, but we would urge patients to attend the earlier clinic to avoid delaying protection against flu.

## Paramedic Practitioner



We have enjoyed having Steve Meech at the practice who has been helping us with selected home visits and appointments, fully supported by all our GPs. As a training practice we thank you for your continued support.

## Friends & Family Survey



Thank you to everyone who has participated so far. It is important that we have feedback, good or bad, so we know what we are doing well or areas we can improve upon.

If you haven't done so already, please do take the time to complete our short questionnaire located in our waiting rooms or visit our website and submit it online.

[www.groveroadsurgery.co.uk](http://www.groveroadsurgery.co.uk)

## Surgery Waiting Times



We have had a number of complaints, via the friends and family survey, about long waiting times. We do apologise to anyone who has experienced this, but would ask you to appreciate that occasionally a doctor will have a case that may unexpectedly take a lot longer than 10 minutes, which will result in a delayed clinic.

The practice does not like to rush patients out if they need longer than their booked time.

## Electronic Prescription Service (EPS)



We will be offering this NHS service from mid August. If you usually collect your repeat prescriptions from your GP, you will no longer have to visit the practice to pick up your paper prescription. Instead, your GP will send it electronically to the pharmacy of your choosing. Many of you may have already been asked to 'nominate' a pharmacy already when you have been collecting your medication, in which case this will be already be set up for you when we go 'live'.

If you are yet to nominate, ask any pharmacy, dispensing appliance contractor or your GP practice to add your nomination. For more information visit

[www.hscic.gov.uk/epspatients](http://www.hscic.gov.uk/epspatients)

## Are you making the most of Pharmacy Services?



Pharmacists dispensing your prescriptions and other medicines, offer testing and screening for common conditions and can advise on minor ailments.

The services that may be available from your local pharmacy are:

- Emergency contraception
- Truss fittings
- Needle exchange and supervised drug administration
- Pregnancy testing
- Stop smoking services
- Chlamydia screening and treatment
- Weight management

Minor ailments include:

- Bugs and viruses
- Tummy troubles
- Women's health
- Skin conditions
- Allergies
- Aches and pains
- Children's problems

### Closed



Monday, 31<sup>st</sup> August 2015 all day (Bank Holiday).

Wednesday, 30<sup>th</sup> September 2015 (Doctor training afternoon).

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