



De Beauvoir Surgery Newsletter

Autumn 2016

Welcome to the latest edition of our practice newsletter

Attendance at A & E

There is an Extra Strain on A&E at this time of year, inappropriate attendances at Accident and Emergency departments are causing huge delays affecting patients who really need the services of Accident & Emergency departments. Attending A & E for minor illnesses is not always the best use of NHS resources and listed below are other options to assist you in accessing medical care here at the surgery for the future.

Please remember that we are available to help you and offer appointments from Monday to Friday ranging from 8:30am until 8.10pm (late surgery on Monday & Tuesday evenings only which must be booked in advance). We also offer urgent, same day walk-in appointments from 11:30 daily however your usual doctor may not always be available for an urgent consultation. Routine pre-bookable appointments are also available up to four weeks in advance and the doctors provide a telephone consultation service if this is more convenient. We have access to a limited free interpreting and advocacy services which must be booked in advance of an appointment.

Changes at the practice

We have some new doctors here with us

Dr Sabherwal

Dr Carvahlo

Dr Walker

Notices

We have a new apprentice working with us on Reception called Thaherun Nessa

We also have Medical Students Joining us here at the surgery on various days



Please Update your Contact Details

We need accurate information in case we need to contact you urgently so please ask reception for a form to update your details if you have recently moved or changed your home or mobile number.

Flu Season

It's now Flu season! And our flu clinics are up and running if you are eligible please contact the surgery to make an appointment.

Extended Hours

We currently offer evening appointments on a Monday, Tuesday and Wednesday evening. These appointments are targeted towards people who work or would find it difficult to attend during our core hours and are by pre-booked appointment only.

Please do not come to the surgery at these times for urgent appointments or prescriptions as we are not 'open'. Please phone Out of Hours service or contact the surgery the following day when we re-open Thank-you.



Out of Hours Care

If you have an emergency please call 999 however, if your condition is urgent and cannot wait you can still speak to/see a doctor and get urgent medical advice from our Out of Hours service provider **CHUHSE on 020 8185 0545**. This service is available from 6.30 pm daily, on Thursday afternoon when we are closed and over the weekend for illnesses that you would normally see your GP for during the week. You will be able to speak to a GP on the phone that will assess your illness and may then ask you to come to the Out of Hours clinic to see a doctor in person if they think it is necessary.

Patient participation group

Everybody is welcome! If you are interested please fill out a form at reception or join through our web site: www.debeauvoirsurgery.nhs.uk. This is your chance to influence the course of the practice and make your views heard. All contributions made through the group will be listened to and taken forward for consideration. The group meets at the surgery in the evening on a quarterly basis in order to represent the views and experiences of our surgery users. Please help us to ensure we continue to respond to your needs by attending our next meeting

Patient Registration

We are registering large numbers of new patients and require people to come in person to register with proof of address and ID. Some new patients are experiencing problems getting to the surgery by 5.30 pm due to working hours so we are taking new registrations up to 6.30 on a Monday evening only. However, you can always come to the surgery and pick up the forms and fill them out at home and then pop back with the completed forms and proof of ID and address at another time if this is more convenient.

Prescription Requests

Repeat prescriptions can now be ordered through our website: <https://www.debeauvoirsurgery.nhs.uk/>, **please allow 48 hours for preparation before collection.**

Pharmacy First Scheme

Reception can refer you to the Pharmacy First Scheme where trained pharmacists provide appropriate medication for a range of minor illnesses. It also saves you waiting to see a doctor.

Telephone consultations

We provide a telephone consultation service if you think a problem can be dealt with over the phone. Please ask reception for a telephone consultation with a doctor or nurse. Ensure you keep us updated about your latest mobile/land line number so that you are available to receive a call back when the doctor/Nurse phones back.

Test Results and General Queries

It is important that you call us to get your results if you have had any tests done by contacting reception after 10am. The receptionist will give you your results over the telephone where possible, or arrange for a doctor or nurse to call you back.



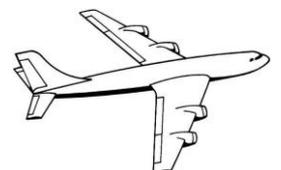
Travel Advice

Please book an appointment with one of our Nurses **at least three weeks before you travel** for travel advice and any immunisations you may need. Please try to arrive on time for your travel appointment as we have limited spaces to offer, If however you cannot make your appointment please contact the surgery to rebook a time more convenient for you.

Visit our Website

Web Site - <https://www.debeauvoirsurgery.nhs.uk/>

Visit our web site where you can do a number of things once you have registered including ordering prescriptions, filling out the patient questionnaire and receiving our newsletter. You are also able to update some of your personal information.



Missed Appointments



July 2016 - 144 missed appointments
August 2016- 144 Missed appointments
September 2016- 203 Missed appointments
July-Sept 2016- 491 Missed appointments

We have seen an increase in missed appointments this year, If you cannot make your appointment for any reason please contact the surgery to rebook. We can't treat an empty chair and we could offer missed appointments to others in need. So it's important to let us know if you will be attending or if you will be late. If you are going to be late for your appointment Please call the reception to let us know
Thank you.