

De Beauvoir Surgery Newsletter



Staff News

Please join us in bidding a warm welcome to our new trainee GP Dr Lydia Willetts, our new Nurse Patricia Baldeo who will be joining us as a permanent member of staff when she finishes her training in January and Amanda, Hatice, Leah and Zoe on reception.

Flu Season

Flu season is upon us, and it's time to fight back! Flu jabs are now available. Please be aware that flu jabs are only clinically indicated for certain patients; for example those who have been identified as being 'at risk'. If you would like to check whether you are eligible for a flu-jab on the NHS, please go to the following web page for more information:

<http://www.nhs.uk/Conditions/vaccinations/Pages/who-should-have-flu-vaccine.aspx>

Shingles & Pneumonia Vaccinations

A vaccination for Shingles is also available however there is a national shortage of Pneumococcal vaccine. When available it will be offered to those of our patients who are eligible at the same time as the flu vaccination; though unlike the flu vaccination, you need only have the vaccinations for shingles and pneumonia once. It is safe to have all of these vaccinations at the same time, if you are eligible.

Asthma Reviews

Winter is here. For many sufferers of asthma, the cold air is a potential trigger for an attack, so it is very important to ensure that your asthma is being managed in the most appropriate way. To this end, please do not forget to book for your annual asthma review if you have not had one in the last 12 months, or if your review date is coming-up. For any parents with asthmatic children, school holidays are a good time to book in for their review.

Electronic Prescribing System (EPS)

We are now able to send prescriptions directly to a pharmacy of your choice, saving you from having to come back and collect it from us here. If you are interested in joining the scheme, simply ask your chosen pharmacy to nominate you. You can only be registered with **one** Pharmacy. Please note that EPS will only work if your details are up-to-date on our system, so please update your details with reception.

Online Services

You are now able to access a summary of your medical records; i.e. your medications, allergies and adverse reactions, as well as being able to book appointments and order repeat prescriptions online. It's easy to register for the service if you have not yet done so, please bring photo ID to reception to obtain an access pin. Parents wishing to register for their children will only be able to register for booking appointments and the prescription service.

Extended Hours

We are continuing to offer extended hours appointments on Monday, Tuesday and Wednesday evenings **while funding lasts**. There is a GP available on those days, and on Tuesday and Wednesday a nurse will usually be available until 6pm. Please pre-book appointments at reception.

Patient Participation Group

If you would like to join our Patient Group and help us to improve our services with your suggestions and ideas, please leave your details at reception or sign-up on our website. Our next patient participation group meeting will be taking place in January 2018 so look out for your invite. Please see our website for more details and to sign-up for the group.

Student Teaching

From time to time, we also have student doctors within the practice. We are proud to be a teaching and training practice, helping the next generation of NHS doctors to gain experience and expertise while supervised by our doctors. If you do not wish to see a student during your consultation, please inform reception staff when booking and/or on arrival.

Appointments

In order to ensure that we utilise our services appropriately, please see:

- *Nurses* for: asthma, immunisation, contraception, cytology, Spirometry, ear syringing, travel advice and ECG's
- *Health Care Assistants* for: blood tests, Spirometry, health checks, stitch removal, ear syringing, blood pressure monitoring, dressings and ECGs
- *Reception* for: registration, change of personal details (address, telephone number), repeat prescriptions, booking hospital transport, home visit requests, referral queries, medical reports/queries, referrals to minor ailment scheme, referrals to benefit advisors, leaving messages for clinical team.

Pharmacy First Scheme

Do you have a minor ailment but don't wish to wait around to see a doctor? Why not try the Pharmacy First scheme, a local initiative where trained pharmacists give advice and provide appropriate medication for a range of minor illnesses e.g. hayfever, nits, colds and sore throats. If you are interested, just ask a member of the reception team to refer you.

Out of Hours Care – What to do when the surgery is closed

CHUHSE – 020 8185 0545

Is our Out of Hours service provider to care for our patients when the surgery is closed. This is for urgent medical problems that cannot wait until the surgery is next open.

EMERGENCIES ONLY: CALL 999 or go to your local A + E department for emergencies only such as loss of consciousness, severe chest pain, serious accidents or loss of blood. **A & E is not an out of hours doctor service and shouldn't be treated as such.**

