

# Newsletter August 2016

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## NHS Health Checks:

This practice offers a free NHS Health Check once every five years to patients who have no noted long term conditions and are aged between 40 and 74 years old.



The check is to assess a patient's risk of developing diabetes, heart disease, kidney disease, stroke and dementia. If there are any warning signs, then together we can do something about it. Eligible patients will receive an invitation to book an appointment.

## Prescriptions:

Each month a number of patients order repeat medication and do not collect the prescription for it. In this instance the practice makes a note in the patient's record to indicate that this medication has not been collected and used.

Any prescriptions ordered from the practice and not collected are retained for one month and then cancelled. Please ensure that if you order repeat medication that you collect it promptly.

## Flu Vaccinations:

Flu vaccination season is fast approaching and our 2016/17 flu campaign will start late September. Clinics will be held on the following dates between **9am and 1pm**. Please book an appointment on either:

**Saturday 24th September, 2016**      or      **Saturday 8th October, 2016**

Our Practice encourages all patients who are over 65, or whose medical condition puts them at particular risk from flu, to have the vaccine. Please check with a receptionist if you are unsure if this applies to you.

**Children aged 2, 3 and 4 years:** A clinic for childhood flu vaccinations (nasal spray) will be held on **Saturday 15th October, 2016**. Eligible children will be invited by letter.

## Pneumonia Vaccinations:

These are available to patients 65 years of age and over, or who are in an 'at risk' group. Please check with a receptionist if you are unsure if this applies to you. Pneumonia vaccinations can be given at our flu clinics. Please book an appointment.

## Walderslade Surgery Patient Participation Group (PPG):

Would you like to have your say about the services provided at the surgery? The PPG is actively seeking patients to join the existing group. They are looking for people of any age, gender or background to attend a quarterly meeting to discuss changes or ideas you might have for the surgery.

If this is something you are interested in or would like further information, please ask a member of our reception team and we will contact you.

# How do you communicate?

Do you need information in a different format?

Do you need support?



Easy read



Large print



BSL



Braille



Email or  
SMS text



Other  
communication  
support

Please inform a member of the practice reception team if you have any communication support needs. You need to help us make sure we get things right for you.

## Warning – Telephone Scam:

Patients are being warned of a scam where members of the public receive a telephone call from a London area telephone number. The caller advises the individual that their GP surgery had provided details of their health conditions. The caller has then requested the individuals credit/debit card details for payment to allow them to send items to help with their condition. The items are never sent.

This is a scam. Walderslade Surgery would never give details of a patient's medical condition to a third party.

Individuals are advised to contact the police if they receive such a call. The police are aware of the scam.

## Patient Liaison:

We are currently working towards being a 'Dementia Friendly' practice. Our nominated Dementia Champion is Pat Gregory.

Pat is also our lead contact for Social Prescribing; helping patients to access non-medical forms of support.

## Missed Appointments:

During July **218** patients did not attend their booked appointments and did not contact us to tell us.

We can remind you that you have an appointment. Our MJOG automated SMS text and email messaging service will remind you that you have a booked appointment approximately 24 hours before. If you need to cancel your appointment you can reply 'Cancel' and the system will automatically remove your appointment from our booking system (remember to use the word 'Cancel' only). Please ask a member of our Reception Team for details on how to sign up for this service.

Our automated telephone service enables you to book, check or cancel an appointment at any time, night or day, without having to speak to a receptionist.

It is important that we have your up to date contact details in order for these services to work. Please let us know if they change.

## Practice Update:

We welcome back Dr Roisin Cartwright-Terry following her maternity leave. Appointments for Dr Cartwright-Terry will be available to book from 8th August, 2016.

Sadly, we said goodbye to Dr Sarah Wilkinson and GP Registrars Dr Naomi Sen and Dr Lauren Vout who left the practice at end of July.

A new GP Registrar, Dr Subhasree Ghosh, is to start work at the surgery in August. She will be with us for a year. Two medical students will also join us as part of their training for a period of 7 weeks from 8<sup>th</sup> August.

**Walderslade Surgery**

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