

Newsletter October 2015

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Missed Appointments:

253 patients did not attend their booked appointment during September. These appointments could have been offered to other patients who needed them on the day. Please remember to cancel your appointment if you are unable to keep it.

Patient Participation Group (PPG):

Would you like to have your say about the services provided at Walderslade 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.

Electronic Prescription Service (EPS):

This is a new NHS service. It gives you the chance to change how your GP sends your prescription to the pharmacy you choose to get your medicines or appliances from.



If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.

You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.

You need to choose a place for your GP practice to electronically send your prescription to. This is called *nomination*. **You do this by registering with the chemist of your choice.**

If you do not want your prescription to be sent electronically speak to your nominated pharmacist. Tell them before your next prescription is due or your prescription may be sent to the wrong place.

Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now.

For more information visit www.hscic.gov.uk/epspatients or see your nominated pharmacist.

Flu Campaign:

Our 2015/16 flu campaign is underway and appointments can now be booked for our clinic on **Saturday 10th October**, between 9am and 1pm.

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

Patients eligible for a Shingles vaccination will be invited to attend a clinic in the coming weeks.

Walderslade Surgery

www.waldersladesurgery.co.uk

Practice Update:

We are pleased to welcome new receptionists Anne Gillespie and Shelley Marsh who joined the team in September.

On **Wednesday 21st October** the surgery will close at 12.30pm and will not re-open until Thursday 22nd October at 8.00am. This is in addition to the staff training closure dates which are displayed in the surgery and on our website www.waldersladesurgery.co.uk

Macmillan's World's Biggest Coffee Morning - On her day off, practice nurse Kay Sidebottom made coffee and sold homemade cakes to all staff at the practice. She raised a fantastic £124.00 to help raise funds for people affected by cancer. Thank you Kay!



This October 23rd **Wear it Pink** is back and it's going to be bigger, bolder and brighter than ever before. This is an event to help raise funds for breast cancer research and where our colleague, Mandy Pickles, persuades all of us at the practice to swap our usual attire for something pink!

Useful Contacts:

We are frequently asked for the following telephone numbers.

Bath Aids	01226 775800
Walking Sticks	01226 433179
Bereavement Services	01226 200565
Blue Badges	01226 773555
Bus Travel Passes	01226 775638
Emergency Dentist	01226 284279
BMBC Housing Benefit & Council Tax	01226 787787
Red Cross (for the loan of wheelchairs and commodes)	01709 879451
Social Services	01226 774242
State Pensions	0345 606 0265
Stop Smoking Service	01226 737077
Tax Credit	0345 300 3900
Welfare Rights	01226 772360

MJog Patient Messaging Service:

Did you know that our MJog automated messaging service can remind you that you have a booked appointment? It can send you either a text, telephone or email message approximately 24 hours before. If you cannot attend your appointment you can reply by entering **CANCEL** and the service will automatically cancel your appointment without you actually having to call the surgery.

Please ask a member of our reception team for details on how to sign up for the MJog service. It is important that we have your up to date contact details so please let us know if they change.

Organ Donation:

The NHS Organ Donor Register is a confidential national database that holds the details of around 21 million people who want to donate their organs after their death.

In the event of your death, there is a chance your organs could help save someone else's life. The register can be accessed by healthcare professionals to find out whether an individual has registered to be an organ donor.

If you want to be a donor you need to add your name to the register and tell those closest to you. This will make it easier for them to ensure donation goes ahead in the event of your death.

Please note that the practice GP registration pack no longer contains an application form to register as a donor.

However there are a number of other ways you can join the register, including:

- completing an online application. See the website www.organdonation.nhs.uk
- calling the free NHS Donor Line on 0300 123 23 23 (lines are open 24 hours a day, 365 days a year).
- texting SAVE to 62323.
- when applying online for a driving licence or vehicle tax.
- when registering online for a European Health Insurance Card (EHIC).