

# Newsletter September 2017

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**146 patients did not attend their booked appointments during the month of August. Please cancel if you no longer need your appointment – thank you.**

## Meningitis Now Campaign Success:

The surgery is helping to raise awareness of the organisation 'Meningitis now' and their range of campaigns.



Meningitis can affect anyone; babies, toddlers, children and adults. Remaining vigilant of the signs and symptoms of meningitis and knowing what to do next can be the difference between life and death.

On behalf of the Meningitis Now organisation, members of the Walderslade Surgery Patient Participation Group (PPG) have been successful in distributing over 1000 'signs and symptoms' cards to schools, businesses and organisations throughout the local area.

The cards are available from the surgery – please pick one up from our reception desk or entrance lobby.

## Please support your local surgery by having your flu jab with us!

Walderslade Surgery adult flu vaccination clinics will be held on:

**Saturday 23 September, 2017, between 9am & 2pm**

**Saturday 7 October, 2017, between 9am & 2pm**

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 the main carer\* for an elderly or disabled person whose welfare may be at risk if you fall ill. \*Please make sure that you are registered as a carer with the surgery.



Patients who are eligible for a free vaccination should contact the surgery reception team to make an appointment. A member of the team can also confirm your eligibility if you are unsure.

If you don't want your free flu vaccination, please let a member of reception team know. Thank you.

## Pneumonia Vaccinations:

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

## Children aged 2, 3 and 4 years:

A clinic for childhood flu vaccinations (nasal spray) will be held on a Saturday towards the end of October. No date has been set as the surgery is awaiting confirmation of the delivery date of the vaccine. Once confirmed, eligible children will be invited to attend the clinic by letter.

### **Automated Telephone Answering Service:**

Patient Partner is an automated service which enables our patients to book, check or cancel an appointment at any time, **night or day; 7 days a week**, without speaking to a receptionist.



To use the service, callers must use their telephone keypad to key in their contact telephone number and date of birth and will be prompted through the options available.

Callers have the option to:

- ❖ Book the next available appointment with a GP (including locum GPs).
- ❖ Book the next available appointment with either a male or female GP (including locum GPs).
- ❖ Book the next available appointment with a particular named GP (except locum GPs).
- ❖ Cancel an appointment already booked.
- ❖ Check the details of an appointment already booked.

Callers are encouraged to listen carefully to all of the option prompts to ensure that they get to the option they want.

During our opening hours, callers can still opt to speak to a member of the reception team if they prefer – press option '2' when prompted.

Due to the differing appointment types offered by our nursing team, we do not offer the option to book an appointment with a nurse or HCA using Patient Partner. However, patients can book either a routine or fasting blood test appointment with a HCA.

**Please make sure we have your up to date contact details (otherwise the automated system will be unable to recognise the details you enter and you will be unable to use the automated service).**

### **Medication:**

- ❖ Please let your GP know if you have stopped taking any of your medications.
- ❖ Discuss your medication with your GP or pharmacist on a regular basis. There is a 'Review Date' printed on the right hand side of each prescription issued.
- ❖ Think carefully before ticking all the boxes on your repeat prescription forms and only tick those you really need. Check what medicines you still have before re-ordering.
- ❖ If you don't need the medicine please don't order it! If you need the medication in the future you can still request it.
- ❖ If you order more than one item of repeat medication and find you are ordering it at different times during the month you can ask us to align it into just one order. Please check what medication you still have in stock and let a member of the reception team know before asking us to re-align it.
- ❖ If you need to go into hospital, please remember to take all your medicines with you in a clearly marked bag.
- ❖ Following a hospital admission it is not uncommon for your medications to be changed; they may be stopped, new ones added, or doses changed. Following any changes, take extra care to ensure these changes are reflected in any new prescriptions you order or are given. If you order your medication through a pharmacy then ensure that the chemist is aware of the changes too.
- ❖ If you are given a prescription at a hospital appointment you must get it at the hospital pharmacy.