



# Number 18 SURGERY NEWSLETTER

## Retirement



Sue Hill, our Diabetic/Practice Nurse will be retiring on the 24<sup>th</sup> November. We will miss Sue's presence, expertise, and friendship, but wish her well in her retirement and hope she will have a well-deserved rest.



## New Staff

We would like to welcome to the team, Sarah Orchard, who is our new Practice Nurse. Sarah will be looking after the Diabetic patients and also seeing patients in the Treatment room.



## Thank you from Kim



Kim who was our office manager, retired at the end of September. Please see her thank you to patients below:

*"I wanted to say a very heartfelt thank you to all the patients at Number 18 Surgery. You have made the Surgery an incredible place to work and I have so enjoyed getting to know you. I have received so many kind words and very generous gifts that have made me feel incredibly humble and at the same time so blessed to have crossed your paths. Thank you all so much. I have always known this Surgery is a special place, and everyone, whatever their situation, who comes through the door is important. To know a smile or few words have made a difference is amazing. I will miss seeing you but leave with so many happy memories I will never forget.  
Love Kim x"*

## Christmas and New Year Opening hours



The surgery will be closed on the following bank holidays over the Christmas and New Year period:

Monday 26<sup>th</sup> and Tuesday 27<sup>th</sup> December and the Monday 2<sup>nd</sup> January. If you require urgent medical assistance that cannot wait until the surgery re-opens, please call 1-1-1. Calls to the NHS 111 service are free from both landlines and mobiles



## Flu Vaccinations



We are almost at the end of our flu vaccination clinics. If you are eligible and still need a vaccination please speak to reception. To check if you are eligible, check on the following website <http://www.nhs.uk/conditions/vaccinations/pages/who-should-have-flu-vaccine.aspx> or ask at reception.

## Pneumococcal Vaccination

In addition to the flu vaccination, anyone over 65 is eligible for a vaccination against pneumonia, reception will be able to check if you have had one.

## Online facilities

**GET YOUR ONLINE PASSWORD FROM THE RECEPTIONISTS (with photo ID and proof of address).**

A new service has become available on SystmOnline, our on-line access system. Patients have already been able to order repeat medication and book appointments on-line for several years. You will now be able to request access to your coded medical record (dated from 1/11/15) which will enable you to view key information such as current and previous medication, allergies and recent conditions. This additional service has to be authorised by your GP.

## Telephone Appointment Booking 24/7

When you call the surgery (at any time), you will be given the option of pressing 1 to use the automated service to book an appointment with a doctor, or press 2 to be connected to a member of Reception staff (connection to Reception staff is only available during our normal opening hours of 8am to 6pm Monday to Friday).



### How to Use the Automated Telephone Booking Service:

- To use the automated service, when you call the practice, **select option 1.**
- Then enter your date of birth in the format of **DDMMYY.**
- Then enter your **phone number.** This can be your land line or mobile, as long as it is a number you have registered with the practice.
- **You can then choose to book: a routine GP appointment**

## Electronic prescriptions

Just a reminder; Prescriptions can be sent directly to the pharmacist electronically, which means you can order and receive your prescription without attending the surgery. Please let us know which pharmacist you would like your prescription to be sent to on a regular basis.



## E-mails and Mobile phone numbers

With an increasing use of the internet and mobile phones we are trying to ensure we have everyone's correct email and mobile phone numbers, this way with your permission, we can text or email you reminders, letters etc. If you have login details for Systmonline, you can update your details on the website, or you can let the receptionists know your contact details. You can also download a form from the website and submit online.

[www.number18surgery.co.uk](http://www.number18surgery.co.uk)

## Accessible Information Standard (AIS)

The Accessible Information Standard aims to make sure that people who have a disability or sensory loss get information that they can access and understand, plus any communication support that they need. If you, or you know of anyone, who might need this, please can you let reception know so they can make sure this is recorded on the patient record.

## Appointments not attended

The number of appointments not attended, with a Doctor or Nurse, in August 2016 was 130, making a total of 23 hours of Doctor or Nurse time, that could have been used to see other patients.



We are under considerable pressure to provide appointments and in the last month have lost considerable time because patients failed to keep their appointments.  
**PLEASE CANCEL APPOINTMENTS IF NOT NEEDED**

If you need to cancel an appointment please telephone 01225 427403 or use the online booking system to cancel.