



# Number 18

SURGERY

## NEWSLETTER

### Retirement



Kim (our office manager of almost 30 years) will be retiring at the end of September. To celebrate, the excellent service she has given to patients and the surgery over the years, we would like to organise an afternoon of tea and cakes. This will be at the surgery on Tuesday 27<sup>th</sup> September from 3 - 6pm, for any patients who would like to come along and wish Kim well in her retirement.



To give us an idea of numbers to cater for, please could you let reception know if you can come, but please also just turn up on the day if you would like to.

### New Staff

We have some new members of staff; Abigail and Sharon are our new receptionists. Samantha is our new operational assistant and Jude is our new Healthy Heart/Practice nurse. Please bear with them through their training period.



### Flu Vaccinations

As we are now into August we have started to plan our flu



vaccination clinics. We will be offering these from October this year. Clinics have been booked for the following dates: 1<sup>st</sup>, 8<sup>th</sup> and 15<sup>th</sup> October 2016. They will be on a Saturday to help with parking. 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. You can book using the automated booking system, 24/7 to book into the flu clinic (see below) if booking for flu and pneumococcal, please book a double appointment

### 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.

### Shingles Vaccination

Anyone 70, 78 or 79 on 1<sup>st</sup> September 2016 is eligible for a Shingles Vaccine, if you haven't already received one. We will be contacting you by email, text or letter if you are eligible to receive this. Please book an appointment with reception in person or by telephoning: 01225 427403

### 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 115, making a total of 33 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.

