

NOVEMBER 2013 NEWSLETTER

Care Data Sharing

NHS England has announced the proposed data extraction from GP computer systems, due to take place in November, will not go ahead until all households in the UK have been officially informed of this extraction in January 2014. Please read all the available literature and see the website and make up your own mind. Please inform the practice if you wish to block data extraction from your medical record.

Flu Vaccines

We have nearly completed the annual flu vaccination. If you are at risk (asthma, diabetes, COPD, heart disease, CVA or neurological disorder) or over 65 and wish still to be vaccinated, please contact reception.

Shingles Vaccine

This is currently available to patients who were either 70 or 79 on 01.09.13. These are the only patients we are allowed to vaccinate at present. Eventually, everyone between 70 and 79 will be eligible for vaccination. We are unable to make exceptions and we do not make the rules.

On-line access

If you are interested in signing up for on-line access (booking of doctors' appointments, repeat prescribing etc) please contact reception. Certain conditions apply (age 16 +). For those without computer access, booking of appointments and requesting of repeat scripts is unchanged.

Are your details correct?

Please inform the practice if any of your contact details have changed. Please be aware that when we phone from the practice using the landline, it will show as a 'blocked number' even though we have done nothing to block it. Please listen to hear who it is before hanging up thinking it is a 'cold call'.

Telephone Access

We currently have only one receptionist on duty between 1-2pm. Please try to avoid calling at this time where possible.

Choosing Well

Please visit the website and click on the 'Choose Well' link for help in deciding the most appropriate action when needing health care. Please use the Accident and Emergency Department only when clinically appropriate and not simply because you know you can be seen within 4 hours. Please remember there is an out-of-hours GP service for GP type problems – do not automatically head directly to A+E. If in any doubt, phone the practice number first.

Suggestions?

We are always looking for ways to improve the service provided. If you have a good idea, please share and it can be discussed with the patient participation group.