

ADSWOOD SURGERY NEWSLETTER

www.adswoodsurgery.co.uk

Autumn / Winter 2011/12

PRACTICE NEWS

Dr Hardern has been with us now for over seven months and she has settled in well, I am sure many of you will have had a chance to meet her.

FLU TIME.....

It is that time of year again the flu vaccine is due to arrive at the beginning of October – The Department of Health advise vaccination for all patients that are pregnant or over the age of 65 years and patients that fall into a number of chronic disease groups e.g. Diabetes, Asthma, Chronic Heart Disease etc.

Please don't wait for a letter inviting you for a flu vaccination, if you fall into the groups of people above or if you had one last year please make an appointment in one of our flu clinics. If you are not sure if you fit into these groups then please ask reception or nursing staff for advice.

This year we are going to book our vaccination sessions on a Monday and Wednesday afternoon and a Saturday morning in October. We hope that the Saturday session will fit in with people that are working and that the Monday and Wednesday afternoons will be suitable for people that are a little more flexible about when they can see us – please book as usual with the reception staff as soon as possible.

Please remember that during these sessions the doctors and nurses will be unable to offer any other clinical services e.g. dressings, prescriptions or clinical advice.

You are advised to remain on the practice premises for 20 minutes after your vaccination has been given.

If you are unwell and think you need to see a GP the same day.....

.....please try to ring as early in the day as possible so that we can add you to our "triage list" for that day, ringing early ensures that the doctor can get you into the surgery to be seen on the same day if they feel it is necessary.

Booking Patient Transport.....

From Monday 10th October eligible patients will be able to book their own patient transport for hospital appointments etc. There will be a dedicated booking line telephone number and patients will need to know the details of their appointment (time and place) and also their NHS Number and the address and postcode of their practice.

Patient Reference Group

We are creating a Patient Reference Group – this is a group of patients that are willing to share their ideas and opinions about how the practice runs and areas that we could focus on to improve or develop. Their ideas will then become the focus of a survey to be sent out to the group – the results of which will be shared with all patients (through the newsletter). We see this as a really positive link with our patients and hope this improves overall communication with you. As this process evolves it is hoped that this will lead to some changes in practice to further improve our service to you.

Some patients have already signed “contact forms” to enable us to contact them occasionally in the future for their feedback – if you would like to have the chance to share your thoughts with us then you can get a contact form from reception or you can download and print it from our website www.adswoodsurgery.co.uk

Please help us

We still have quite a problem with people not cancelling their appointments if they cannot keep them. **Please make sure you cancel your appointment – we can then offer this appointment to another patient that does need it**

Telephone Numbers if you change your telephone number or address please let the practice know as soon as possible, so we can keep our records up to date.....

Coming Soon

We plan to offer a **repeat prescription ordering service through our practice website**. You will need to know what medication you need and the strength / dosage of it. You will then be able to submit this information along with your name and contact details through our website. We will collect this information daily and as long as your prescription is due we will process your request and your prescription should be ready 48 working hours after we have received it.

You can currently order repeat prescriptions by using the “right hand side” of your last prescription, by fax on 0161 – 419 – 9984, by post or drop it in at reception. If you would like us to send the issued prescription back to you please supply a stamped addressed envelope.

As Winter approaches if you are feeling unwell please remember to Choosewell.....

“Choose Well” is an initiative that gives you the necessary information and choices for accessing help when you are feeling unwell. There are many alternative people you can see when you are feeling unwell – please look on our website www.adswoodsurgery.co.uk for further information.

