

# THE BLACKHEATH STANDARD SURGERY

## PATIENT NEWSLETTER



Welcome to the Christmas edition of our Patient Newsletter where we will be informing you of our services and of any new developments here at the surgery. We hope that this will be helpful to you and if you have any comments or suggestions please do not hesitate to let us know.

OUR NEWSLETTER IS ALSO AVAILABLE TO VIEW ON THE PRACTICE WEBSITE:  
[www.blackheathstandardsurgery.com](http://www.blackheathstandardsurgery.com)

### **APPOINTMENTS OVER THE CHRISTMAS PERIOD**

Please note that on the following dates all appointments with a doctor will be ON THE DAY ONLY. There will be no pre-bookable appointments on these dates. If you need to see a doctor on any of the following dates please telephone or visit the surgery on the day you need to be seen. Appointments with The Practice Nurse or Health Care Assistant can be pre booked in the usual way

WEDNESDAY 27<sup>th</sup> DECEMBER

THURSDAY 28<sup>th</sup> DECEMBER

FRIDAY 29<sup>th</sup> DECEMBER



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### **Christmas and New Year Opening**

Christmas Day falls on a Monday this year, so the practice will be closed on Monday 25th and Tuesday 26th December. Please try to plan any routine requirements around this.

The surgery will also be closed on New Year's Day, Monday 1st January 2018

Please remember to order your repeat prescriptions in advance of Christmas and New Year.

### **Christmas Medical Checklist**

Order repeat medication in plenty of time.

Stock medicine cabinet with:

Paracetamol (Calpol for children)

Ibuprofen (Nurofen for children)

Antacids (Gaviscon/Rennies)

Have a list of local pharmacy opening times.

Out of hours contact no: 111

Know when the surgery is open and closed for usual service



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### **FLU VACCINATIONS**

The flu season is now upon us and is one of the biggest causes of short term illness. It affects 15-20% of the population and is highly contagious. If you are eligible for a flu jab and not already had one, please make an appointment with one of the practice nurses.

Flu jabs help to protect you against serious complications of flu.

ALL healthy children who are aged 2, 3 and 4 years old are invited to receive a new flu vaccine this year. This is in the form of a nasal spray.

The Flu vaccination is available at the surgery now. Please make an appointment to see one of the Practice Nurses.

### **Patient Participation Group**

The Patient Participation Group meet regularly and we welcome new members. We discuss issues affecting the practice and its patients and their families. We are always happy to hear your views on how we can improve our services at the surgery but we are aware that it is sometimes inconvenient or difficult for people to give up their valuable time to come to meetings here at the surgery, therefore we have set up a "Virtual Patient Participation group" which will run alongside our current Patient Participation Group. The aim of both groups is to reach out to a wide range of our patients of all ages and ask for their feedback as to how our surgery is doing. If you are interested in joining either group please contact the surgery by sending an email with your details to: [jackiehobson@nhs.net](mailto:jackiehobson@nhs.net) or speak to a receptionist next time you visit the surgery.



### **ONLINE APPOINTMENTS**

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You are able to book a doctor's appointment online using our online booking service. It is called "patient services online" which is a booking service where you can book an appointment to see the doctor yourself. You can also request a repeat prescription. You must be over 16 years of age and you will need to register for this service. You will also need your own personal email address; we cannot accept shared or work email addresses.

Speak to a member of the reception team for more information or visit the

Website: [www.patient-services.co.uk](http://www.patient-services.co.uk)

You can also download the GP APP to book appointments and order repeat prescriptions on your smartphone.

### **CARERS**

Carers provide help and support to partners, children, relatives and neighbours who could not otherwise manage due to disability, physical or mental illness. If you feel that you are or might be a carer let the Doctor, nurse or health care assistant know at your next appointment. As a carer you will be entitled to an annual flu jab and an annual health check if you would like one. You can also request to be referred for a carer's assessment.



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**New Year's Resolutions??**

You might have decided that 2018 is the year you finally give up smoking and/or eat more healthily. Please don't forget that we are here to help and can offer you assistance with what can be, for many people, a real struggle.

If you think you need help to stop smoking, or you want to discuss how you might stop and what's out there to help you, for example, using nicotine patches, nicotine replacement gum/tablets etc., please book an appointment to see one of the Health Care Assistants. With the average cost of a packet of 20 cigarettes at £9.50, if you smoke 20 per day over the whole year you could be spending something in the region of £3500!! If you've got a special holiday planned, maybe for an anniversary or birthday, this might be all the incentive you need to give up once and for all.

Our HCA's and Practice Nurses can help with weight management and are happy to advise you on eating a healthier, balanced diet. If you would like to discuss lifestyle changes, please do book an appointment.

Eating more healthily does not mean depriving yourself!

THE DOCTORS, NURSES AND STAFF AT THE BLACKHEATH STANDARD SURGERY  
WISH ALL PATIENTS AND THEIR FAMILY/CARERS A VERY HAPPY AND HEALTHY  
CHRISTMAS AND NEW YEAR.

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