

THE BLACKHEATH STANDARD SURGERY NEWSLETTER

AUTUMN EDITION

Welcome to the Autumn 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

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

We offer 'at risk' groups the flu vaccine at a certain time each year to protect you against the flu virus.

You may have been invited for a flu jab if you are:

Over 65 years of age

Pregnant

Or have:

A serious heart or chest complaint, including asthma

Serious kidney disease

Diabetes

Lowered immunity due to disease or treatment such as steroid medication or cancer treatment

If you have ever had a stroke

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.

BLOOD IN YOUR PEE

You are not wasting anybody's time by getting your symptoms checked out. If it's not serious then your mind will be put at rest but if it is a condition such as Kidney or Bladder cancer, early diagnosis makes it easier to treat.

Seeing your Doctor could save your life.

Having symptoms may be caused by an infection or kidney or bladder stones, all of which may need treatment.

But don't try and diagnose yourself. Make an appointment to see your GP now to find out for sure.

For more information visit the NHS Choices website

www.nhs.uk

SHINGLES VACCINE

Shingles is an infection of a nerve and the area of skin around it and which appears as a painful sore rash.

The Shingles vaccine is being offered to all patients aged 70, 78, & 79 yrs on 01/09/2014 as part of the NHS catch up campaign.

Speak to the Practice Nurse or make an appointment at reception.

NEW STAFF

I am very pleased to announce that Fiona Meaney and Gail McMullen have joined the practice as our Practice Nurses and Dr Adam Hazell will be joining the practice as our new salaried GP in November.

We are happy to welcome all three to our Practice.

NAMED GP FOR PATIENTS AGED 75 YEARS AND OVER

From April 2014 all patients aged 75 years and over will have a named GP who will have overall responsibility for the care and support that the surgery provides to them. If you are one of our patients in this age group you will be assigned a named GP and we will write to you shortly to confirm who this is. You do not need to do anything. Your named GP will have responsibility for the care given at the surgery and will also work with other relevant Health and Care professionals who are involved in your care. This will ensure that your care package meets your individual needs.

You will still be able to see any member of the clinical team for your health needs as you currently do.

If you have any questions, or wish to discuss this further please contact the surgery on 020 8269 2040 or email:

jackiehobson@nhs.net

Patient Participation Group

The Patient Participation Group is growing steadily and we have welcomed a further two new members during September. We discuss issues affecting the practice and its patients and their families such as long waiting times on the telephone and difficulties in getting an appointment.

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 along side 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 or speak to a receptionist next time you visit the surgery.

TRAVEL VACCINATIONS AND MALARIA PREVENTION MEDICATION

If you are planning a holiday abroad and think that you may need travel vaccinations or malaria preventable medications please complete a travel health questionnaire – these are available from reception.

It is important that you do this as far in advance of the date of travel as possible to allow time for vaccinations to take place. The questionnaire asks for your planned dates of travel and destination detail as well as questions about particular high risk activities

Please bring your completed questionnaire when you attend your travel vaccination appointment with the Nurse.

Please note that provision of travel health vaccines and malaria prevention medication is not part of NHS services, therefore in some instances fees will apply. You will be informed of any applicable charges at your first travel consultation

EBOLA

The risk to the UK is thought to be very low and there have been no reported cases.

While it is theoretically possible someone with the virus could arrive in the UK, health professionals have been told to watch out for any patient presenting with unusual symptoms.

If this happened, the infected person would then be quickly admitted to hospital and quarantined.

Ebola virus is not airborne, so there is no credible risk of a swine flu-like global pandemic.

You cannot catch Ebola by travelling on a plane with someone who is infected, unless you come into very close physical contact with them, such as kissing. Anybody concerned that they might have been exposed to, or who are showing symptoms of Ebola should seek medical advice by calling 111

IMPORTANT IMPORTANT IMPORTANT

We have been notified by Greenwich Clinical Commissioning Group (CCG) that some of our patients will need to confirm the address that the surgery holds for them. If you receive a letter from the CCG please do not ignore it as you may be removed from our practice list.

CARE.DATA

IMPORTANT INFORMATION FOR PATIENTS RE INFORMATION SHARING

NHS England intend to share some of the information held by your GP Practice with other NHS services to help plan and improve services.

The Practice has NO choice but to allow the HSCIC to extract this information.

IF YOU DO NOT WANT YOUR INFORMATION TO BE SHARED PLEASE CONTACT THE SURGERY AND LET US KNOW.

We will add a code to your records which will stop any of your information being downloaded to HSCIC (Health and Social Care Information Centre)

If you have no objections to your information being shared with HSCIC but do not want this information to be shared by them with other services we can add a code to your records to prevent this from happening.

NHS England have produced a leaflet explaining what information they will be collecting and how it will be used. For more information about the data extract and how to opt out of sending your confidential information Please ask one of the receptionists for a leaflet.

COMPLAINTS

We always try to provide the best service possible, but there may be times when you feel that this has not happened. We have a complaints procedure to respond to patient grievances. We are not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary,

correct any problems that you have identified, or mistakes that have been made. If you use this procedure this does not stop you complaining to the Health Authority. If you wish to make a complaint please write to or speak to the practice administrator. Full details will be taken and a decision on how best to undertake the investigation. Your complaint will be acknowledged within two working days whenever possible.

Patients who have a comment or complaint about a GP, Dentist, Pharmacy or Optician, which cannot be resolved locally with the Practice administrator can contact NHS England at NHS England, PO Box 16738, Redditch, B97 9PT.

Tel: **0300 311 22 33**

Email england.contactus@nhs.net

ONLINE APPOINTMENTS

You are now able to book a doctors appointment online using our online booking service. It is called “myvisiononline” 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 you 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 our

Website: www.blackheathstandardsurgery.com

PERTUSSIS VACCINE

The Pertussis vaccination is available to all pregnant ladies once they reach their 28th week of pregnancy. This vaccine will provide protection for your new born child against whooping cough. It is safe to have the whooping cough vaccine with your flu vaccine and receiving either vaccine should not be delayed. Even if you where vaccinated as a child you should still have the vaccine to boost your immune response and antibody production against whooping cough.

If you have not yet had your Pertussis vaccination please make an appointment with the Practice Nurse.

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.

MMR CATCH UP CAMPAIGN

Outbreaks of measles in England have increased over the past two years and because of this the NHS have asked that a temporary programme of MMR vaccination be urgently put into place. We are now in the process of contacting patients who have not been vaccinated according to our records to invite them to come to the surgery and be vaccinated

CHAPERONE POLICY

All patients are entitled to have a chaperone present for any consultation, examination or procedure if they would like one. We have trained members of staff who can act as chaperones, or you may wish to bring a family member

or a friend. Your healthcare professional may also require a chaperone to be present for certain consultations, in accordance with our chaperone policy. If you would like to see this policy or have any questions or comments regarding this please contact the Practice Administrator

service is available 24hrs a day 365 days a year

NHS 111 SERVICE

The 111 service is designed to make it easier for patients to access urgent local healthcare services. The three numbers that patients need to know in times of requiring urgent healthcare are:
020 8269 2040 (The Blackheath Standard Surgery)
111 for medical help (not 999 emergencies) outside of surgery hours,
- If you don't know who to call and have no GP,
-If you think you may not need to go to A&E,
- If you need health advice or information or reassurance about what you need to do next.
999 (FOR LIFE THREATENING EMERGENCIES)
111 have replaced the out of hour's service provided by Grabadoc and NHS Direct.
111 will triage re-direct or advise as appropriate to the needs of the caller. Calls are free from mobile phones and Landlines and the

REPEAT PRESCRIPTIONS 48 HOUR SYSTEM

Just a reminder that we require 48 hours notice for repeat prescriptions.
The 48 Hour Repeat Prescription System is in place so that the Practice can continue to prescribe appropriately and safely.
If you are on repeat medication and you reach your maximum number of issues, you must make an appointment to see the doctor or nurse for a medication review before a further prescription can be issued. If you do not need to be seen please allow 48 hours, i.e. 2 working days, for your prescription to be ready.
Repeat prescriptions can also be ordered via our website

SURGERY HOURS AND APPOINTMENT The surgery is open Monday to Friday from 8.00am – 6.30pm.

Appointments can be made up to 2 weeks in advance for a doctor or 6 weeks in advance to see the Nurse or Health Care Assistant. If your problem is urgent then you can make an appointment to be seen on the day by the duty doctor. If you require one of these appointments please contact the Surgery as early as possible in the morning. Requests for home visits should be made before 10.30am if possible.

DNA APPOINTMENTS

Please, if you are unable to attend for your appointment, whatever the reason, give somebody else the

BLOOD AND URINE TESTS AND RESULTS

Blood and urine tests are at the request of the Doctor or Nurse only. If you have had a blood or urine test please telephone the surgery between 12 noon and 3.00pm as this gives the doctor's time to view the result and action as necessary

EXTENDED OPENING HOURS – Commuter Clinic **The surgery is open 7am-8am Mon- Thurs**

The commuter clinic is for people who work and need early morning appointments. Commuters will be able to pre-book a doctor's appointment from 7.00-8.00am.

NHS DIRECT

NHS Direct can be contacted at www.nhsdirect.nhs.uk