

THE BLACKHEATH STANDARD SURGERY NEWSLETTER

SUMMER EDITION

Welcome to the summer 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

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.

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 carers assessment.

ONLINE BOOKABLE APPOINTMENTS

The surgery will soon be introducing the online bookable appointment system. Patients will be able to access appointment slots and book a 10min Drs Appointment. Patients wishing to use this service will need to register and will be given a password in order to access the site. More information will be available soon.

NEW STAFF

In August we will be welcoming back our GP Registrars Dr Matthew Corbett and Dr Sally Bennett and new GP Registrar Dr Collette McAdam. All registrars are fully qualified to see and care for patients and are mentored and supported by Dr N Patel and Dr Yousif.

NHS 111 SERVICE

The new 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 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 to 111 are free from mobile phones and landlines and the service is available 24 hours a day, 365 days a year.

MISSED APPOINTMENTS

During June 111 doctors appointments and 76 nurses appointments were lost due to patients not attending their allocated appointment.

Please, if you are unable to attend for your appointment, whatever the reason, give somebody else the chance to use it – **RING AND CANCEL IT**

HAY FEVER

Effective treatments are available, without prescription, from pharmacies at much LESS than the price of a prescription. Please speak to your pharmacist for advice.

If you do require medication on prescription please book an appointment to see a Doctor.

Simple measures to reduce pollen exposure when the pollen count is high are also effective and are worth a try

Stay indoors as much as possible and keep windows and doors shut.

Avoid cutting grass, large grassy places and camping.

Shower and wash your hair after being outside, especially after being in the countryside.

Wear wrap-around sunglasses when you are outside.

Keep car windows closed and consider buying a pollen filter for the air vents in your car.

Avoid drying your clothes and bedding outside.

Smear Vaseline around the inside of your nostrils to trap pollen and reduce the amount being inhaled

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 were 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.

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.

REPEAT PRESCRIPTIONS 48 HOUR SYSTEM

Just a reminder that we do 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.

CHANGE OF ADDRESS/TELEPHONE NUMBER

Please help us to help you by keeping us updated of any change of address/telephone number/contact details. You can do this by calling into Reception and completing a change of details form.

SURGERY HOURS AND APPOINTMENTS

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.

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. *Please remember it is the responsibility of the patient to contact the surgery to obtain their result. Results can only be given to the patient directly.*

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.

TELEPHONE NUMBERS

The surgery number is **020 8269 2040**

Out of Hours number is **111**

NHS DIRECT

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