

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 CLINICS



Flu clinics started on Monday 23rd September and will run for three weeks. No appointment is necessary. Please ask at reception for a list of clinic times or have a look on our website.

If you are unable to come during Clinic times please book an appointment with the Practice Nurse in the usual way.

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.

ONLINE APPOINTMENTS

You are now able to book a doctors appointment online using our new 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 at www.blackheathstandardsurgery.com.

INFORMATION AND CONFIDENTIALITY

Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care.

Information such as your postcode and NHS number, but not your name, will be used to link your records in a secure system, so you identity is protected. Information which does not reveal your identity can then be used by others, such as researchers and those planning health services, to make sure that the best possible care for everyone is provided.

How your information is used and shared is controlled by law and strict rules are in place to protect your privacy. We need to make sure that you know what is happening and the choices you have.

You have the right to prevent confidential information about you from being shared or used for any purpose other than providing your care, except in special circumstances.

If you do not want information that identifies you to be shared outside your GP practice, ask a member of reception to make a note of this in your medical record. This will prevent your confidential information being used other than where necessary by law, (for example, if there is a public health emergency.)

If you are happy for your information to be shared you do not need to do anything.

There is no form to fill in and you can change your mind at any time.

Information leaflets regarding information sharing are available from the surgery or from www.nhs.uk/caredata

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.

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.

Patient Participation Group

The Blackheath Standard Surgery would like to hear your views on how we can improve our services at the surgery. 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 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.

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

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.

DNA APPOINTMENTS

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!**

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.

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