

THE BLACKHEATH STANDARD

SURGERY NEWSLETTER

WINTER EDITION

Welcome to the winter 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

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.

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: 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 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.

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.

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.

Staff changes

In February we say goodbye to one of our lovely receptionists. Denise has decided that the time has come for her to retire and put her feet up. We are all very sorry to see her go but wish her a very happy retirement.

In March our longest serving receptionist Diane will also be leaving us along with Dr S Patel. Both have worked at the surgery for many years and have now decided to retire. They will both be missed by patients and staff, but we wish them both a very happy retirement.

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 are Free from mobile phones and Landlines and the service is available 24 hrs a day 365 days a year

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 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.

NHS DIRECT

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