

# **THE BLACKHEATH STANDARD**

## **SURGERY NEWSLETTER**

*AUTUMN EDITION*

Welcome to our new 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)

### **FLU CLINICS**



We are holding open access Flu clinics starting Monday 15<sup>th</sup> October 2012. No appointment will be necessary and the Clinics will be held Mon – Thurs for two weeks. 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.

### **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 **020 8319 3030**

## **NHS DIRECT**

NHS Direct can be reached on 0845 46 47 or alternatively contact them at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)