



THE VILLAGE PRACTICE

PATIENT NEWSLETTER



SUMMER 2014

Welcome to another of our Newsletters. We hope you are having a healthy year. We would like to take this opportunity of welcoming Jo and Louise, our two new Receptionists, who joined the Practice earlier this year.

Some of our patients may be aware that our regular Assistant GP, Dr Debbie Thomas has left the surgery. She has moved on to another Surgery and we would like to take this opportunity of thanking her for all her help over the years and wish her good luck for the future.

Flu and Pneumococcal Vaccinations



Once again, our Nurses will be starting flu clinics from the 23rd September. Don't wait to be invited, appointments can be pre-booked from mid August. If you suffer from diabetes, asthma, heart disease, COPD, have had a stroke or are over 65, you are entitled to a flu vaccine from the surgery. In addition to the usual times, we will also be holding a flu clinic on Saturday 4th October and Saturday 25th October between 09.00 – 12.00. This is for **pre-booked appointments only** and can be booked from 1st September.

If you are over 65 you are entitled to a free pneumococcal vaccine. If you have not previously had this vaccine please book in for one at the same time as your flu vaccine.

Please note all 2 and 3 year olds are eligible for the nasal flu vaccination. Should you be interested please contact Reception for further details.

Shingles Clinic

We are holding Shingles Clinics from early September. If you are aged 70, 78 or 79 on 1 September 2014 you may be eligible to receive this vaccine. If your birthday falls outside of these dates, you may become eligible from next year. Should you wish to have this vaccine please telephone the surgery and make an appointment.

Non-Attendance

There are still a number of patients who do not attend for their appointments. This is a major problem in General Practice as appointments are at a premium and wasted appointments could have been offered to patients who really need them.

Also, please make an effort to cancel appointments with Nurses should you no longer require them, as these tend to be more than 10 minutes.

PLEASE NOTE UP UNTIL THE END OF JULY THERE WERE 56 HOURS AND 50 MINUTES OF TIME WASTED IN THIS PRACTICE THIS YEAR

If you no longer require your appointment, please cancel it as soon as you are able.

Please note, if any patient persistently misses their appointments, they may be removed from our Practice list.

Surgery Arrangements for Training Days

Every three months all local surgeries are closed and invited to take part in a training afternoon.

This training event is held at central locations in the area and is attended by Doctors, Nurses and Admin staff.

During the afternoon, phone cover and an emergency service is provided to Practices by the Out of Hours service. Our next training day is on Thursday 11th September



Advance Notice of Practice Closure:

Thurs 11 September TARGET Training afternoon

Wed 3 December TARGET Training afternoon

The Out of Hours Service covers the Practice on these days and they can be contacted on **111**.

Practice Website

We are pleased to inform you that we have completed our new website. This will give old and new patients information on our Practice including useful telephone numbers, opening hours, etc and will be updated regularly as and when changes occur.

Should you wish to visit the website the address is: www.thecowplainvillagepractice.net/.

Saturday Morning Clinics

In response to our Practice Survey, we have decided to open on Saturday mornings twice a month, for **pre-booked appointments only**. This will be lieu of a Friday pm clinic for the Doctor attending on Saturday. Initially, this will be for a trial period of three months beginning on Saturday 8 November 2014.

PLEASE NOTE THERE WILL BE NO NURSING PRESENCE.

NHS Choices

While on the subject of our website, should you wish to give an opinion about the practice, good or bad, you should go the NHS Choices web site at nww.nhs.uk. Here you will be able to leave your comments and also read other patients comments.

If however, if you do not have access to a PC and have any suggestions or views on the Practice, please feel free to contact our Practice Manager, Sharon Prangnell who will be glad to hear from you.

Repeat Prescriptions



As stated in previous Newsletters we are still getting requests for prescriptions to be made available on the day they are ordered. **Please allow 48 hours** from ordering before collection. Can we remind patients that the Reception Staff are unable to take prescription requests over the telephone for medico-legal reasons.

Test Results



X-Ray

Please ring after 1pm when the telephone lines are less busy, to get your results.

Contact Details



It would be appreciated if you could let us know if you change your address or telephone number. We realise that when your details change your first thought is not with your GP Surgery. However, sometimes the Doctor, Nurse or Receptionist may

need to speak to you urgently and this can become a major problem if your details are not up to date. If your details have recently changed please let the Receptionist know at your next visit.

A&E

A&E is really only what it stands for, an **Accident or Emergency**. A visit to your GP costs a fraction of a visit to the A&E Department and you will often be seen sooner! However, if the surgery is closed and your problem is not urgent enough to attend A&E then call **111**.



Travel Vaccinations

If you are planning a holiday abroad and think that you may require travel vaccinations or malaria prevention medications you need to complete a travel health questionnaire – these are available from reception. Also please book a month in advance for a Travel Clinic appointment.

For further travel health information see the NHS Fit for Travel Website: www.fitfortravel.nhs.uk

Finally, on a lighter note just a couple of NHS related jokes to brighten your day:

Did you hear the one about the Optician who fell into the lens grinder? He made a spectacle of himself!

Patient: "Doctor, Doctor I keep thinking I'm a bottle of gin" Doctor: "I really think you could do with a little tonic"

I went to the Doctor the other day and said "Doc I find I'm finishing crosswords too quickly what can I do?". The Doctor replied "Well try not to get two down".

Doctor, Doctor I keep thinking I'm a goat. How long have you had this feeling? Ever since I was a kid!

