



THE VILLAGE PRACTICE PATIENT NEWSLETTER



Summer 2018

Welcome to our summer 2018 newsletter

New Member of Staff



We are very pleased to welcome Dr Tharanney Sarma to our team who joined us on the 1st June 2018 as a salaried GP. Dr Sarma's working days will be all day Monday and Thursday and alternate Tuesday mornings. She will be looking after patients who were previously registered with Dr Hargreaves. Dr Purnell will continue to cover the remaining part of the week, all day on Wednesday & Friday and alternate Tuesday mornings.

Advance Notice of Practice Closure:



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| Thurs 19 th July | Target Training – Surgery will be closed from 1pm |
| Mon 27 th August | Bank Holiday – Surgery closed all day |
| Tues 16 th October | Target Training – Surgery will be closed from 1pm |

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

ARE YOU SIGNED UP TO: GP Online Services



You can now book appointments, order repeat prescriptions and even access your GP records online. It's quick, easy and your information is secure. To register for online services please ask for more details at reception.



e-Consult

For a quick response consult online – This is a tool that allows you to email the GP/Nurse and receive an answer within the next working day, you may not even need to come in for an appointment.

Keep an eye in Reception for more details on this and how to sign up.



GDPR

You may all be aware that new legislation has come into force relating to Data Protection. Should you wish to see a copy of our Privacy Policy and how your data is shared please ask at reception. A copy of this can also be found in the waiting room and on our website: www.cowplainvillagepractice.net



Extended Access

Can't get to the surgery during normal surgery opening times?.....Bookable routine GP and nurse appointments are now available in your area during the evenings and weekends. Appointments can be booked until 8pm on weekdays and 8am-4.30pm on Saturday & Sunday.

To book an appointment at one of the local NHS Hubs please ask at reception. For more information on this service you can visit www.nhs.uk/GPaccess

Hayfever Season



Hayfever, also known as 'Seasonal Allergic Rhinitis', is upon us and can cause symptoms such as sneezing, runny or blocked nose and itchy nose and eyes. The hayfever seasons are as follows:

- Feb-June Tree Pollen
- May – July Grass pollen
- Sept – Oct Mould

For further advice on self management of hayfever visit www.allergy.uk.org/hayfever or see your local Pharmacist.

FAILURE TO ATTEND APPOINTMENT



We aim to provide all our patients with the best possible service and to achieve this we need your cooperation.

If you are unable to keep your appointment, please make every effort to cancel it well in advance so that it may be offered to someone else. Non-attendance and cancellations at short notice without a valid reason deprives other patients of essential medical services.

The Practice loses on average 51 appointments per month due to non-attendance or patient calling at such short notice that we are unable to fill the appointment. We need these appointments so that we can continue to provide easy & quick access to Doctors & Nurses.



Travel Vaccinations

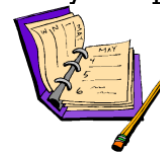
If you are planning a holiday abroad, and think that you may require travel vaccinations, you need to book an appointment 6 weeks in advance to see our Practice Nurse. You will also need to collect and complete a travel health questionnaire – these are available from reception.

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

**Flu Season is coming -
date for your diary**

If you are eligible to receive the flu vaccination we will be starting our flu clinics in September.

Please keep an eye in reception for the clinic start dates and book your appointment.



Contact Details

Have you recently moved or changed your telephone number??? Please remember to inform reception staff if any of your details have changed.



Text Messaging

We now have the facility to send out text reminders for Nurses appointments. If you are not signed up for this service and would like to be please ask at reception for details.

NHS Choices

Should you wish to comment on our performance, good or bad, you should go the NHS Choices website at www.nhs.uk. Here you will be able to leave your comments and also read other patients comments.

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.

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.

