



# Norbury Medical Practice Newsletter – October 2017



## FLU JABS

If you are in one of the “At Risk Group” or have a Serious Medical Condition” then you should book an appointment **NOW** for your Flu Jab.

In the autumn/winter of 2017-18, the **children’s** programme will be delivered as follows:-

- Two and three year-olds (but not four years or older on 31<sup>st</sup> August 2017) will be vaccinated by general practice.
- Four to eight year olds (but not nine years or older on 31<sup>st</sup> August 2017) that is those in Reception Class and School Years 1-4 will be vaccinated in school.
- All primary school-aged children in former primary school pilot areas will continue to be offered vaccination in schools.

Seasonal flu is a highly infectious respiratory illness caused by a flu virus. It spreads rapidly through the coughs and sneezes of infected people. Seasonal flu immunisation, or the flu jab, is the injection of a vaccine against flu. It gives good protection from flu that lasts for one year. For most people, seasonal flu is unpleasant but not serious and they recover within a week. However, certain people are at greater risk of developing serious complications of flu, such as bronchitis and pneumonia. These may require hospital treatment. A large number of elderly people die from flu every winter. The seasonal flu vaccine is offered free of charge to these at-risk groups to protect them from catching flu and developing these complications. If you think you need a seasonal flu vaccination check with your doctor, nurse or local pharmacist.

**At Risk Groups.** It is recommended you have a flu jab if you:

- are 65 or over,
- have a serious medical condition (see below),
- live in a residential or nursing home,
- are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill,
- are a healthcare or social care professional directly involved in patient care

## **Serious Medical Conditions.**

- chronic (long-term) respiratory disease, including severe asthma, COPD or bronchitis
- chronic heart disease
- chronic kidney or liver disease
- chronic neurological disease, such as Parkinson's disease or motor neurone disease
- diabetes, or a weakened immune system due to disease (such as HIV/AIDS)
- certain treatments (such as cancer treatment).

## **PRACTICE HOURS**

If you would like to see a Doctor or Nurse, you can book an appointment either by telephoning or by calling in at the Practice and going to the reception desk. You can also make an appointment with a Doctor by registering and using the **On-Line System – please see section on next page.**

The telephone number is **020 - 8679 - 6591**. Our appointment lines are especially busy first thing in the morning so we ask all patients to bear this in mind and try to call at another time if possible.

The **reception telephones** are open from 8.00am in the morning until 6.30pm in the evening, every day from Monday to Friday.

The **surgey doors** open at 8.30am in the morning, every day from Monday to Friday.

The **doctors consult** from **9.00am until 12.00am** in the morning and from **4.00pm until 6.00pm** in the afternoon, **every day from Monday to Friday.**

The Practice offers **extended doctors’ clinics** between 6.30pm – 7.00pm on Mondays, and between 6.30pm – 7.30pm on Wednesdays and Thursdays, for people who are unable to access the GP surgeries during the usual opening hours due to their work commitments.

**PLEASE TURN OVER**

## **ON-LINE APPOINTMENTS & PRESCRIPTIONS & MEDICAL RECORDS**

If you cannot get through to the reception desk on the telephone, why not use the internet to book appointments with a GP, request repeat prescriptions for any medications that you take regularly and look at your medical record on-line. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

Being able to see your record on-line might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. In general this decision will not affect the quality of your care.

If you would like to register for this, you should bring a photo ID to the reception desk and you will be required to sign to say that you understand and accept the Terms & Conditions allowing patients access to the clinical system on-line facilities. There are risks in a patient's medical record being accessed on-line, and these need to be considered by the patient before they apply for the option.

You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

## **ELECTRONIC PRESCRIPTION SERVICE.**

A new system has been created to make it easier for you to pick up your repeat prescription. It is called the Electronic Prescription Service, or EPS for short, and is an NHS service that sends your prescription direct from the GP Practice to the Pharmacy of your choice without the need for a paper copy. With EPS you will not have to visit your Practice to pick up your paper prescription anymore, and if you use your local pharmacist, you would be able to discuss any concerns you have when you collect your medication.

Your electronic prescription will only be seen by the same people in the Practice and Pharmacies who see your paper prescription now. EPS is reliable, secure and confidential. If you are interested in using the Electronic Prescription Service speak to your Pharmacist or the Practice staff. You can also find out more about the Electronic Prescription Service by logging onto. <http://systems.hscic.gov.uk/eps> or Google “**Electronic Prescription Service**”

## **CHILDREN'S VACCINATIONS**

As a parent, you may not like seeing your baby or child being given an injection. However, vaccination will help protect them against a range of serious and potentially fatal diseases.

There are three good reasons to have your child vaccinated:

- vaccinations are quick, safe and extremely effective
- once your child has been vaccinated against a disease, their body can fight it off better
- if a child isn't vaccinated, they're at higher risk of catching– and becoming very ill from–the illness.

There will always be some children who are unavoidably unprotected because:

- they can't be vaccinated for medical reasons
- they're too young to be vaccinated
- they can't get to the vaccine clinics
- the vaccine doesn't work (although this is rare)

However, if more parents have their children vaccinated, then more children in the community will be protected against an illness. Your doctor's surgery or clinic will automatically send you an appointment for you to bring your baby for their vaccination. Most surgeries and health centres run special immunisation or baby clinics. If you can't get to the clinic, contact your surgery to make another appointment. All childhood vaccinations are free.

## **APPOINTMENT DO NOT ATTENDS (DNAs)**

There continue to be a large number of DNAs where patients book advance appointments and then Do Not Attend (DNA) without informing the surgery beforehand. This typically “wastes” at least 200+ appointments per month, and those appointment slots could have been offered to other patients waiting, and reduce the time that they have to wait for an appointment.

If you are unable to attend an appointment with one of the doctors or nurses, then please inform us as soon as possible as this will assist others waiting for appointments. By giving us as much notice as you can you are helping us to make sure that someone else is given your slot. The Practice will be taking a strong line on DNAs, and if patients miss **two** appointments without informing the surgery beforehand, the Practice will write to the patient giving a warning.