



# Norbury Medical Practice Newsletter – October 2018



## FLU JABS

The flu vaccination is available every year on the NHS to help protect adults and children at risk of flu and its complications. Flu can be unpleasant, but if you are otherwise healthy it will usually clear up on its own within a week. However, flu can be more severe in certain people, such as:-

- anyone aged 65 and over
- pregnant women
- children and adults with an underlying health condition (such as long-term heart or respiratory disease)
- children and adults with weakened immune systems

Anyone in these risk groups is more likely to develop potentially serious [complications of flu](#), such as [pneumonia](#) (a lung infection), so it's recommended that they have a flu vaccine every year to help protect them.

### **Who should get the flu vaccine?**

The flu vaccine is routinely given on the NHS to:-

- adults 65 and over (including adults over 18 at risk of flu)
- pregnant women
- children aged 2 and 3
- children in reception class and school years 1, 2, 3, 4 and 5
- children aged 2 to 17 years at risk of flu

### **Types of flu vaccine**

For 2018, there are 3 types of flu vaccine:-

- a live quadrivalent vaccine (which protects against 4 strains of flu), given as a [nasal spray](#). This is for children and young people aged 2 to 17 years eligible for the flu vaccine.
- a quadrivalent injected vaccine. This is for adults aged 18 and over but below the age of 65 who are at increased risk from flu because of a long-term health condition and for children 6 months and above in an eligible group who cannot receive the live vaccine.
- an [adjuvanted](#) trivalent injected vaccine. This is for people aged 65 and over as it has been shown to be more effective in this age group.

If your child is aged between 6 months and 2 years old and is in a high-risk group for flu, they will be offered an injected flu vaccine as the nasal spray is not licensed for children under 2.

Talk to your GP, practice nurse or pharmacist for more information about these vaccines.

## 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 clicking on the following link:-

<https://www.nhs.uk/using-the-nhs/nhs-services/pharmacies/electronic-prescription-service/>

or by Googling “**Electronic Prescription Service**”

**PLEASE TURN OVER**

## **WHAT HAPPENS WHEN YOU ARE REFERRED BY YOUR GP TO SEE A SPECIALIST**

Should a GP refer a patient to a specialist/hospital, it is important that the patient understands what to expect from the specialist/hospital, and not to be expected to go back to the GP for advice.

NHS England, British Medical Association (BMA) and the National Association for Patient Participation (NAPP), have come together again to produce a print ready patient facing leaflet so that patients know what they can expect to happen if they are referred by their GP to see a specialist or consultant at a hospital or a community health centre.

Should your GP recommend a referral, then they will give you a copy of this patient facing leaflet.

A copy of this leaflet can also be found by clicking on the following link:-

<https://www.england.nhs.uk/gp/gp/v/workload/interface/resources/#leaflet>

and scrolling down to “**Engaging with Patients**” and choosing one of the leaflet formats.

### **MISSED APPOINTMENTS**

Norbury Medical Practice has over 10,500 registered patients.

**In the three months from 1<sup>st</sup> April to 30<sup>th</sup> June 2018**, there were 12,732 appointments available, from which patients booked 11,701 appointments.

But from those appointments that had been booked, 611 appointments were wasted since the patient who had booked the appointment Did Not Attend (DNA) without informing the surgery beforehand. This means that at least 611 people who wanted an appointment, couldn't get one.

#### **PLEASE HELP US TO HELP YOU.**

If you find that the appointment you have made is no longer needed, then even if it's very short notice - **PLEASE RING AND CANCEL.**

There could be someone standing at reception trying to get an appointment, and one day that could be **YOU.**

## **PRACTICE WEBSITE**

The Practice has developed a new website that offers a wealth of information about the Practice services that can be found by clicking on the following link:- <http://www.norburymedicalpractice.co.uk/> or by Googling “**Norbury Health Centre**”.

There is a tab at the top of the website page that indicates “**Select Language**” which offers the option of choosing from 65 different languages and on-screen translation of all the text information.

## **EMAIL ADDRESSES.**

The Practice has been collecting patients' email addresses so that Newsletters and other helpful information can be emailed to patients' home computers. We will also be using the email addresses to invite patients to be involved with on-line surveys about the Practice. If you have not already provided your email address, you may complete a form available from the reception desk. Your email address will only be used by the Practice and not shared with anyone else.

## **MOBILE 'PHONE NUMBERS**

The Practice uses a **text messaging service** to remind patients of their booked appointments. Reminder texts are sent to mobile 'phones so please ensure the Practice has the **correct number for your mobile 'phone.**

If you have not already provided your mobile 'phone number, you may complete a form available from the reception desk. The mobile number will only be used by the Practice and not shared with anyone else.