

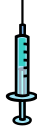
Newsletter - September 2014



Welland Road | Hilton | Derby | DE65 5GZ

Dr MH Vickers | Dr SJ Smith | Dr HL Lever | Dr J Marsden

Appointments (01283) 732257 | Enquiries (01283) 732406 | www.wellbrookmedical.co.uk



Flu Clinics

Yes, it's that time of year again when we have to start thinking about getting our flu vaccination. If you have previously been vaccinated, or are eligible for a vaccination, please attend one of the clinics below. This is a 'drop in' clinic so no appointment is necessary. You may attend for advice without vaccination.

FRANK WICKHAM HALL, ETWALL

WEDNESDAY 8th OCTOBER 1.30pm - 5.30pm

THURSDAY 9th OCTOBER 1.30pm - 5.30pm

WELLBROOK MEDICAL CENTRE, HILTON

SATURDAY 11th OCTOBER 9.30am - 11.30am

Eligible groups include:

All patients aged 65 years and over, chronic respiratory disease, asthmatics requiring continuous or repeated use of inhaled or systemic steroids, chronic heart disease, chronic kidney disease, chronic liver disease, chronic neurological disease, diabetes, immunosuppression, pregnant women, people living in long-stay residential care homes or other long-stay care facilities and carers.

Please note: From this year, in line with national guidance, a nasal spray vaccine is used for all under 18s.

Appointments

- You may book an appointment with a Doctor 4 weeks in advance.
- Routine appointments are released at 8.00am every day when our phone lines open.
- If you need an appointment on the same day we will book you in to the next available appointment (this includes our morning sit and wait clinics which are for one problem only).
- If your problem is medically urgent you may be offered a call back from the Duty Doctor.
- To cancel an appointment, call 01283 732257, text 07858 892891 or visit our website www.wellbrookmedical.co.uk.

Look out for our FAQs leaflet in reception or visit our website to view it



Extended Opening Hours

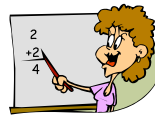
Did you know that we are open for appointments on Thursday evenings 6.30pm – 8.00pm and Saturday mornings 8.30am – 12.15pm?

*Please note that we are only open for pre-booked appointments and cannot assist with any queries, appointments, registrations or prescriptions *

Staff Training

We are closed for staff training on the following Wednesdays from 1.30pm:

- Wednesday 1st October 2014
- Wednesday 5th November 2014
- Wednesday 17th December 2014
- Wednesday 14th January 2015



Have we got your mobile number?

It is now possible for us to send confirmations and reminders of any appointments you have at the surgery and also negative test results via text message. If you are unsure whether we have your mobile number on our records, please call the surgery to update us or visit our website www.welbrookmedical.co.uk



(Please note the text service is an additional service that we offer but should not be relied on)

‘Did Not Attend’ (DNA)

We are now contacting all patients who fail to attend their appointments on an individual basis to make them aware of their missed appointment and remind them of the ways in which they can cancel. Please note that in line with our revised DNA policy those patients who fail to attend, despite such notifications will be removed from our practice list.

Do you know we saw 4320 patients in August. If you are one of the patients who let us know you couldn't make your appointment and cancelled it then we **thank you**.

Disappointingly **92** patients DID NOT ATTEND their appointment in August which represents nearly **18 hours** of lost clinical time.

Who are the Nurse Team & what can they help me with?



We have 3 Practice Nurses and a Health Care Assistant and their appointments can be booked up to 6 weeks in advance. They are available for various treatments including: chronic disease management and reviews, dressings, immunisations and vaccinations, phlebotomy (blood tests), ear care and syringing, ECG's, cervical cytology (smears), spirometry testing, Doppler testing (ultrasound) and health promotion advice including family planning and screening. Our Nurses are also able to treat many minor injuries (e.g. cuts, grazes, burns etc.).



Repeat Prescriptions Issued by 111

If you contact 111 when the surgery is closed to request repeat medication you may end up paying more for your medication. If you contact 111 for your medication you will be directed to a community pharmacy who will issue you with a 5 day supply. You will still need to pay the full prescription charge (unless you are exempt). You will be asked to contact your GP surgery on the next working day to request your regular prescription. When you take this to the pharmacy you will have to pay another full prescription charge. To prevent this happening, please make sure that you request your repeat medication in plenty of time before you run out.

How do I order my repeat prescription?

- Visit our website www.wellbrookmedical.co.uk.
- Call in to the surgery with your counterfoil.
- Call in to the surgery and complete a small form.
- Register at one of the local pharmacies

Did you know that we issued 5954 prescriptions in August!

Patient Participation Group (PPG)

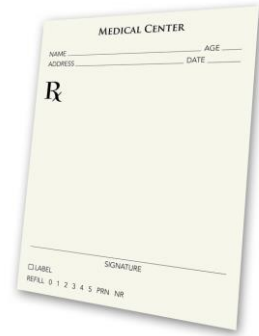
We are still looking for new members from under-represented groups, which include teenagers and younger people, parents of young children and working people. Your commitment would be to attend bi-monthly meetings at the surgery (either afternoons or evenings), to participate in local initiatives and to feedback patient views. For more information please contact Cathy Jones/Heather Moore, Practice Managers.

Magazines in Reception

Can we kindly ask that if you would like to donate any magazines to the surgery that they are given to a Practice Administrator & not placed on the tables in reception. Where possible we also ask that they are no older than 3 months, thank you.

Private Services from your Doctor

As you are aware, most of the services we provide as a General Practice are free of charge under the NHS. However, the NHS does not cover certain services and therefore we do make a 'private' charge to all our patients including children, in line with fees recommended by the British Medical Association.



These services are for items like completing a travel cancellation form, fitness to travel certificates, Ofsted medical reports or general 'to whom it may concern' letters. Our fees for these services are available on the notice board in the Waiting Area of Reception.

We receive between 30-50 requests per month for private work and this has to be slotted in around NHS clinical work which must take priority. Sometimes it may look as though all that is required is a signature, however, in order to sign your document the Doctor has to review your medical notes and this can take time. This is why we ask for a minimum turnaround of 3 weeks for such requests. Please therefore bring your requests in as early as possible in order to avoid disappointment.

Private Referrals

If you require a private referral, please allow at least one week from consultation with your Doctor before booking your appointment with the hospital. This then allows us time to produce your letter in a timely manner. Once your letter is ready we will either post direct to the hospital or telephone you to collect to take with you to your appointment. Please tell your Doctor of your preference during your consultation.

Online Bookings

As you may be aware, you are currently able to book routine GP appointments up to 4 weeks in advance using our online booking service, SystmOnline. From 1st January 2015 you will be able to use SystmOnline to request repeat prescriptions and view parts of your medical record. If you would like to register for this service please ask at our Reception desk. You will be asked to show ID to verify your identity when you register.



We will be closing the repeat prescription service available from our practice website from 1st April 2015. Anyone using this service will need to register for SystmOnline from 1st January 2015 in order to continue requesting repeat medication online.