

# Anstey Surgery Newsletter

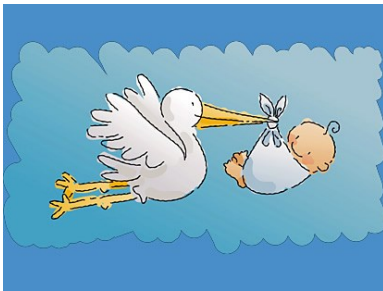
Issue 5

Autumn 2015

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## Announcements



We would like to send our warmest congratulations to Dr Liz Morrison and her husband Rob on the early but safe arrival of their son Sam. Well done, Liz!

We would also like to welcome our new locum Dr Gunjan Bedi-Virmani who is covering for Dr Morrison whilst she enjoys her maternity leave.

We are sadly saying goodbye to our phlebotomist Chris Gunn who has decided to retire to spend more time with her family. We would like to thank her for all her hard work and wish her a long and happy retirement.



### Out of Hours-111

When the surgery is closed and you require URGENT medical advice please telephone 111. Your call will be triaged by trained staff and if necessary you will be referred to the Emergency Out of Hours Doctor or Hospital.

As autumn approaches its time for those at the greatest risk from flu to protect themselves and their families. Flu clinics will start at the beginning of October at the Surgery. Appointments will be available to book from the middle of September onwards. Home visits will be available for those patients who are housebound.

Eligible patients include;

Those who will be 65 or over on 31/3/16.

Pregnant women

Carers

Those patients with chronic disease who are classed as "at risk"

If you are not sure whether you are eligible or not please ask our Receptionists who will be able to advise you.



## Thinking of Travelling abroad?

Please collect or download a travel form and return it to Surgery at least 6 weeks before you are due to travel. You will need to ring us about a week later when the Nurse will have checked which, if any, vaccinations you will need to protect you whilst you enjoy your trip. Please note some vaccinations are not available at the Surgery and you may need to go to a specialist travel clinic for them. There is usually a charge for these.



Pharmacy Stamp  
Age: \*\*\*  
Sex: \*\*\*  
Title, Forename, Surname & Address: \*\*\*\*\*  
D.O.B: \*\*\*\*\*  
NHS Number: \*\*\*\*\*  
Prescriber Name and Qualification: \*\*\*\*\*  
Number of days treatment: \*\*\*\*\*  
N.B. Please show to pharmacist  
Endorsements: \*\*\*\*\*

Page 1  
Patient ID: 6002  
Mrs Minnie House  
142 Brockfield Road North Liverpool

PLEASE TICK BOX FOR THE MEDICINE YOU REQUIRE AND FOLD IN THE BOX LEFT AT THE RECEPTION PLEASE ALLOW 2 WORKING DAYS BEFORE COLLECTION WE DO NOT ACCEPT TELEPHONE REQUEST FOR PRESCRIPTIONS  
Usual Doctor  
Date Printed: 10/09/2007

MS CONTINUOUS N/A Tablets 50mg  
ONE TO BE TAKEN TWICE A DAY  
Quant: 60 Tablets  
Next Issue Due: 18.11.2007

Glycerol Trinitrate 0.5mg Pump Spray  
AS REQUIRED  
Quant: 100 Puffs  
Next Issue Due: 13.11.2007

Cerazette Tablets 75 micrograms  
ONE TO BE TAKEN ONCE DAILY  
Quant: 28 Tablets  
Next Issue Due: 13.11.2007

Aspirin 75mg Tablets  
ONE TO BE TAKEN FOUR TIMES A DAY  
Quant: 84 Tablets  
Next Issue Due: 05.02.2008

Empidon Capsules (Gastro-Resistant) 200mg  
ONE TO BE TAKEN ONCE DAILY  
Quant: 28 Capsules  
Next Issue Due: 11/11/2007

Review Date: 11/11/2007  
\*\*\*SEVER OVERDOSE\*\*\*

Signature of Prescriber: LINDA LINDSAY Date: \*\*\*\*\*

For Dispenser Use of Pharmacy or Form: \*\*\*\*\*

NHS 69723945556 FP10SS0608 PATIENTS - please read the notes overleaf

## ELECTRONIC PRESCRIPTIONS –EPS

### The end of the paper prescription?

This is a free NHS service which enables your Doctor to send a prescription electronically to a nominated Pharmacy. This can be the one around the corner or one nearer to where you work. The choice is yours! You may have tried the service when it was first introduced but stopped using it as there were a few “teething problems”. These have now been addressed so please could we ask you to give it another try. **It is a great way to save on paper and make us greener.**

## Cough & Cold Advice

There is no cure for the common cold and antibiotics have no effect on viruses, but you can treat the symptoms with some practical self-help measures and over the counter medicines. Your local Pharmacist has been trained to advise you on what is best for you.

You could take Paracetamol or Ibuprofen to reduce your temperature and ease your aches and pains. Get plenty of rest and drink plenty of fluids.

Preventing the spread on germs is the most effective way to slow the spread of colds and flu.

“Catch it and bin it”. Wash hands regularly with soap and water and keep surfaces clean.



## Doctors Protected Learning Time– PLT

As you may be aware we are unable to offer appointments for one afternoon a month, either on a Wednesday or Thursday. This is because all doctors across the county are required to attend an educational event held by the West Leicestershire Care Commissioning Group.

During these afternoons you will still be able to contact the Surgery by phone or to call in to make appointments and collect prescriptions BUT we will have no clinical staff on the premises. Occasionally it is necessary to close the practice for “in house staff training.” During these times the telephone system is switched over to the Out of Hours Emergency service.

Future PLT dates :-

Thursday 17th September—**Surgery closed for staff training from 1pm.**

Wednesday 14th October

Wednesday 18th November





### Health Visitor

Childhood immunisations are still given by the Practice Nurse at the Surgery by appointment only but the Health Visitor is no longer based here. They hold their clinics at the Surestart Centre next to the library on Staddon Road. The Health Visitors are based at Charnwood Mill in Barrow upon Soar and can be contacted on 0300 300 0077 if you require any help or advice regarding your child's development.

Quit 51 is a new free NHS service whose counsellor has a clinic here at the Surgery on Monday mornings. You can contact them for advice or to arrange an appointment on 0800 622 6968. This is a completely free number from both landlines and mobiles.

Our Practice Nurses are no longer able to offer this service.



### Appointments

We would like to encourage all patients to call and cancel appointments if they are not able to attend. This is to allow someone else to use that appointment and cuts down on the amount of money wasted in the NHS.

If we have your mobile number you will automatically receive a SMS text reminder when booking an appointment and a reminder 48 hours before your appointment (if applicable.) Please ensure reception have an up to date mobile number for you. If you wish to “opt-out” of this service please complete the form available at reception or inform the receptionist when booking your appointment.

**If your appointment is cancelled you will still receive a text message with the cancelled appointment details. This is a “gremlin” in the system that we hope our supplier will fix shortly.**

**Please don't forget to let us know if you move house or change any of your contact details. Thank you**



### **Named GP**

From the 1st April 2015 NHS England introduced a contractual requirement of a named GP for all patients. Please ask at Reception if...

You do not know who your named GP is or if you wish to change your named GP.

These new arrangements do not prevent you from making an appointment with the Doctor of your choice at the Surgery, as you would normally do.

### **Patient Access**

Booking appointments and requesting prescriptions over the internet is a service which we have offered for a while now. If you would like to use this service please ask at Reception for a registration form. You may be asked to provide 2 forms of ID, one photographic and one proof of address. You will be able to request your repeat medication and to book any available doctors appointment either on the day or pre-booked.

PLEASE NOTE on the day appointments are only available to book from 8am

### **Practice Website**



We have recently changed our website provider and hope you find the new website easier to navigate around. We have included lots of information and links which we hope you will find useful. Please take a look and let us know what you think. We do value your feedback as we are always trying to improve the service we provide to our patients.

[www.theansteyssurgery.co.uk](http://www.theansteyssurgery.co.uk)

Would you like to receive our newsletter by e-mail? Please complete the tear off slip and hand to a Receptionist.



**Yes please I would like to receive the practice newsletter by e-mail:**

**Name:**

**Address:**

**E-mail address:**