

Patient Newsletter

Winter 2015

WHAT'S NEW?

St Andrew's Surgery say a fond farewell to Dr Simon Sherman at the end of October. The Partners and all the staff wholeheartedly thank him for his hard work and commitment to the surgery since 2003 and wish him the very best for the future. We were also very pleased to welcome Dr Hannah Burrage back as she returns from her maternity leave. Dr Burrage will be in the surgery all day Wednesday and Friday.

ELECTRONIC PRESCRIBING

St Andrew's Surgery will be using The Electronic Prescription Service from 26th January 2016. This service will mean that your GP will be able to send your prescription electronically to the Pharmacy you choose to get your medication from – without the need for paper. The Electronic Prescription Service is reliable, secure and confidential.

If you would like to use the Electronic Prescription Service

- You will need to 'nominate' a pharmacy to receive your prescriptions electronically. You can ask a member of staff in the pharmacy to arrange this.
- You can then continue to order your prescriptions in the usual way, but instead of a paper prescription being collected by you or your pharmacy, the prescription will be sent to them electronically.
- Electronic repeat dispensing

will not usually be set up straight away. If appropriate, your GP will set this up when your medicines are next reviewed e.g. after your annual check.

- You should try to ensure that on most occasions you collect your prescriptions from your nominated Pharmacy. However, if you don't wish to use your nominated Pharmacy for a particular prescription just make sure you let the surgery know when you request the prescription. For example if you wish to collect a prescription from the surgery reception, or a different pharmacy.
- Nomination is very flexible and can be cancelled at any time by asking a member of staff at the pharmacy or the surgery

KEEP WARM THIS WINTER

Cold homes have a significant impact on people's health. One of the best ways of keeping yourself well during winter is to stay warm. Keeping warm over the winter months can help prevent colds, flu or more serious health conditions such as heart attacks, strokes, pneumonia and depression.

Keep your home warm

- If you have reduced mobility, are 65 or over, or have a health condition such as heart or lung disease, you should heat your home to at least 18C and make sure you wear enough clothes to stay warm. It's a good idea to keep your bedroom at this temperature all night.

Between Aug & Sept 2015

No. of pts seen by a GP **4784**

No. of pts seen by a Nurse **2779**

No. of patients who did not turn up for their appointment with a GP **157**

No. of patients who did not turn up for their appointment with a Nurse **216**

- If you're under 65 and healthy, you can safely have your house cooler than 18C, if you're comfortable.
- You can also use a hot water bottle or electric blanket (but not both at the same time) to keep warm while you're in bed.

Eat well in winter

Food is a vital source of energy, which helps keep your body warm. Try to make sure that you have hot meals and drinks regularly throughout the day and keep active in the home if you can.

Wear warm clothes

Wrap up warm, inside and out. Layer your clothing to stay warm and wear shoes with a good grip if you need to go outside. If possible, stay inside during a cold period if you have heart or respiratory problems.

Help your neighbours in winter

Check on older neighbours or relatives to make sure they're safe and well. Make sure they're warm enough, especially at night, and have stocks of food and medicines so they don't need to go out during very cold weather. If you're worried about a relative or an elderly neighbour, contact your local council or ring the Age UK helpline on 0800 00 99 66.

HAVE YOU SEEN OUR WEBSITE?

We pride ourselves on keeping our website up to date with everything that you need to know about the surgery. Please add : www.thestandrewssurgery.co.uk to your favourites to order your repeat prescriptions and keep informed of any changes in the services we provide. The website also has a number of links to other resources and advice on simple illnesses and ailments.

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YOU Get the facts.
vs Get protected.
FLU

Flu is a highly infectious illness that can spread rapidly. You may be eligible for a free flu vaccine if you're at risk of complications from flu. In the UK, the Department of Health recommends annual flu vaccination for the following at risk groups of people:

- People with chronic chest problems
- People with chronic heart disease
- People with chronic kidney disease
- People with chronic liver disease
- People with diabetes
- People with immunosuppression
- People with chronic neurological disease
- Pregnant women
- People with no spleen or reduced spleen function
- People aged 65 or over

If you think you fall into one of these at risk groups, please book an appointment.



DO YOU LOOK AFTER SOMEONE?

If so we would like to know. There is a form for completion in reception. Once we know you are a carer we can make sure you receive the information and support that you may need.

For further information on the support that is available you can also call: **01323 738390**

Or email: info@cftc.org.uk Or visit the website: www.cftc.org.uk



There is now an exciting new service available for patients with long term medical conditions. Patients referred to this service will be allocated a Self Care Coach who will provide 5 hours of support depending on the specific needs of the individual including face to face, telephone and group support, all of which are managed by the patient themselves or their Self Care Coach on their

YOUR PATIENT REFERENCE GROUP NEEDS VOLUNTEERS

- Would you like to have a say about the services provided at your surgery?
 - Would you like to be involved in the decisions about the quality and range of services we provide?
 - Do you want to be involved with deciding what new services could be provided in the future?
- The Patient Reference Group meet every two months with the Practice Manager and a GP from the Practice, but communicate mainly via email. It is an opportunity for you to provide valuable feedback on the practice. If you would like to become involved please fill out the form on our website: www.thestandrewssurgery.co.uk

The Patient Reference Group is currently working on a volunteer patient transport service. If you would like to get involved please contact Shelley Christou at :

HWCCG.standrewssurgery@nhs.net



NEW PHONE SYSTEM

In response to the last patient survey and comments from patients we have taken advice from one of the members of the Patient Participation group and updated our telephone system. The number to ring remains the same **01273 476216** but the options have now changed and include the facility to cancel an appointment 24 hours a day. Please listen carefully to the message to ensure you choose the correct option. Please bear with us while staff are still learning to use the new system.



What is an NHS Health Check?

If you are aged between 40 & 74 and have not been diagnosed with a pre-existing condition, the [NHS Health Check](#) is your chance to get your free midlife MOT. We will be inviting eligible patients in over the next five years