

ELBURY MOOR NEWS

September 2011

Welcome to the September edition of the Elbury Moor Medical Centre Newsletter.



WHEN CAN I GET MY FLU VACCINE?

This year flu vaccinations will take place on the following Saturdays

				Initial of Surname
Saturday	8 th	October	8.00am – 12.00 noon	A - M
Saturday	15 th	October	8.00am – 12.00 noon	N - Z

This year we are asking patients who are invited for flu vaccinations to attend on the dates according to the initial of their surname. However, this is meant as a guide only, if you cannot come on your specified day, please attend on the other Saturday.

Letters are being sent out to patients inviting them to attend for a flu vaccination. If you have not had a letter and normally receive flu vaccine please speak to the receptionist.

THANK YOU

Thank you to those patients who are calling in to cancel their appointments. This is much appreciated. These appointments can then be offered to other patients.

Unfortunately we did lose 17 hours of appointment time week commencing 5th September. We therefore request that patients **PLEASE** cancel any appointments that they are unable to keep.

You may cancel appointments using our cancellation line option 4 – you do not need to wait for the receptionist to answer your call you can just leave a message. You can also cancel your appointment via the website or by calling in and speaking to the receptionist. We very much would appreciate your help in maximising the amount of appointments available to patients.

PATIENT GROUP

We would like to know how we can improve our service to you and how you perceive our surgery and staff. To help us with this, we are setting up a virtual patient representation group so that you can have your say. We will ask the members of this representative group some questions from time to time, such as what you think about our opening times or the quality of the care or service you receive? We will contact you via email and keep our surveys brief and clear so it shouldn't take too much of your time.

We aim to gather around a hundred patients from as broad a spectrum as possible to get a truly representative sample. We need young people, workers, retirees, people with long term conditions and people from non British ethnic groups. If you are happy for us to contact you occasionally by email please speak to the Receptionist.

REPEAT PRESCRIPTIONS

You may order your prescriptions in the following ways:

1. By using the counterfoil which is on the back of your prescription. Please tick which items you require.
2. By using our request form which is available on the reception desk.
3. Via the internet using our website. www.elburymoor.co.uk
4. You may fax your request to 01905 727874.
5. Some chemists have an order and collection service. If you wish to use this service you should speak to the chemist of your choice and they will inform you of times scales required in order to arrange for the ordering and collection of your prescriptions.
6. You can also send your request in the post and if you enclosed a stamped addressed envelope we are always happy to send your repeat prescription back to you in the post. If you do use this method to order your repeat prescriptions please always ensure that you leave enough time for the post to arrive with us and then process your prescription and then send back to you. During the Christmas period and bank holidays please be aware that the postal service will take a little longer due to the postal services not being available and also surgery closure.

Please allow 48 hours for your prescription to be processed and collect after 3pm.

URGENT PRESCRIPTIONS

In exceptional circumstances a prescription can be produced on the same day. Urgent prescriptions generate a lot of extra work for both the staff and doctors and it is therefore appreciated if this is avoided by organising your medication to allow 48 hours from request to collection.

Please be aware that the GP may suggest that the repeat prescription can wait until the next day to be processed.

REPEAT PRESCRIBING

This may help some patients who are on continual medication. The GP can send a prescription to the chemist of your choice for 6 months medication. This means that you would collect your medication from the chemist monthly but would not need to order each time. If you would be interested in this option for ordering your repeat prescription please speak to the receptionist and she may be able to arrange for this with your GP.

ARE YOU A CARER?

You could be caring for a relative, friend or neighbour of any age, who through illness, disability, addiction or frailty cant manage on their own. You may see it as part of your life or your duty to care, but there may be times when you need information or some help. Being a carer can affect your health. The Association of Carers may be able to help you. They can offer support, a telephone befriending service, caring with confidence sessions, moving and handling training whilst also keeping you up to date with a newsletter about any new events or services. If you would like more information please speak to the Receptionists or telephone the helpline 0300 012 4272.

Dr Cullen and Partners, Elbury Moor Medical Centre, Fairfield Close, Worcester.
WR4 9TX
Telephone: 01905 723441
Fax: 01905 727874