

CHET VALLEY MEDICAL PRACTICE

ISSUE: TWO ***PULSE NEWSLETTER***

DECEMBER 2018



CHRISTMAS AND NEW YEAR OPENING TIMES

Welcome to the winter issue of our Practice newsletter. Much has happened since the last edition. We have almost completed this year's flu vaccination programme which was rather more complex than previous years with the administration of two different strains – one for anyone aged 65 and over and the other for those under 65 in an 'at risk' group. A big thank you to both our clinical and administration team for running a successful vaccination programme. Despite the added complexities this year we received excellent feedback from patients and this was reflected in our total vaccinations administered.

Monday 24 December	Normal Opening Hours
Tuesday 25 December	Christmas Day Closed
Wednesday 26 December	Boxing Day Closed
Thursday 27 December	Normal Opening Hours
Friday 28 December	Normal Opening Hours
Monday 31 December	Normal Opening Hours
Tuesday 1 January 2019	New Year's Day Closed
Wednesday 2 January	Normal Opening Hours

PRACTICE NEWS

We are delighted to announce that Dr Anika Reynolds will be joining the Practice Team in January 2019 as a permanent GP. Dr Reynolds will be familiar to several of our patients as she has been a GP Registrar here at the Practice completing her GP training.



PRESCRIBING OF MEDICATION WHICH IS AVAILABLE TO PURCHASE OVER THE COUNTER

We are under immense pressure from N.H.S. England to advise patients to buy over the counter medicines when needed as opposed to expecting a prescription from your doctor. Several medications such as simple pain killers, cough and cold remedies, treatment for constipation and upset stomachs can be purchased over the counter. What may cost you a few pence could cost the N.H.S a few pounds. Please support this NHS directive.

For further information please copy and paste the link below:-

<https://www.england.nhs.uk/wp-content/uploads/2018/08/1a-over-the-counter-leaflet-v1.pdf>



CHRISTMAS AND NEW YEAR PRESCRIPTION ARRANGEMENTS

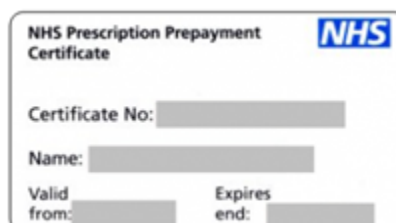


Please remember to order your medication in advance and allow at least four to five working days for processing to prevent running out over the festive period.

Late requests for medication may result in a delay. Please note there is not the need to order in excess. We thank you for your cooperation.

PRE-PAYMENT PRESCRIPTION/ EXEMPTION CARD

If you are exempt from prescription charges or have a pre-payment card, please remember to show this on each occasion you collect a prescription.



NURSING TEAM NEWS

SHINGLES VACCINATION

Once you become eligible for the shingles vaccination we will invite you to come along to one of our monthly shingles vaccination clinics.

Please note you can still have the vaccination even if you have had shingles. However, if you have had a shingles infection recently it is advised that you wait twelve months after the infection before receiving the vaccine.

We are unable to vaccinate anyone outside the National criteria.

ADMINISTRATION NEWS

NEW PATIENT MESSAGING SERVICE

The Practice has recently invested in software which provides a two-way interactive patient messaging service. The service confirms appointments, sends reminders and gives patients the option to cancel an appointment using their mobile phone. Please note the messaging service requires you to type the word **CANCEL** when cancelling an appointment. In addition, we will be using the messaging service for other reasons to benefit patients in providing appropriate healthcare services. Please contact the Practice if you **do not** wish to receive these texts.

If you would like to benefit from this messaging service, please provide the **Practice** with your current mobile phone details. At the same time we will require signed consent to communicate using mobile text messaging.

MINOR EYE PROBLEMS

The Minor Eye Condition Service is a service provided by a number of local opticians to assess and treat problems with your eyes - such as sore eyes, dry eyes, foreign body in the eye, or visual disturbance.

Before making an appointment with your GP, please contact one of the registered local opticians. Not all opticians offer a service every day however; they will be able to find you an alternative optician nearby. A leaflet with a list of opticians is available from reception. This is a **FREE** N.H.S. service.



MICROSUCTION SERVICE – PATIENT SURVEY

Annually the Practice conducts an anonymised patient satisfaction survey to ensure we maintain a high standard in delivering this service.

The service is offered to patients registered with the Practice and patients registered with a Practice in the South Norfolk area.

We recently completed a survey and have been delighted with the response. 97% of patients who received microsuction were very satisfied with the service. All patients felt that they had been treated with dignity and respect and would recommend the service. We thank all those patients who completed a questionnaire and in doing so provided us with feedback of their experience and comments.

KEEP WARM, KEEP WELL

It is important to keep warm both inside and outdoors throughout the winter months especially for those patients aged 65 and over and those with long term health conditions such as asthma, bronchitis and chronic chest conditions. Keeping warm helps to prevent colds, flu and more serious illnesses such as strokes, heart attacks and pneumonia. Make sure to heat your home to at least 18C (65F), keep bedroom window closed at night as breathing in cold air can increase the risk of chest infections. Wear several layers of light clothes as this will help to trap warm air which is better than wearing one bulky layer Remember to keep active when you are indoors and if possible try to avoid sitting still for long periods of time.

Visit the following website – www.gov.uk/phe/keep-warm to check that you are receiving all the help you need in terms of making your home more efficient, keeping up with your energy bills and improve your heating.

**STAY WELL
THIS WINTER**

We wish you all a Happy Christmas and New Year

