

Little Park Surgery

WWW.Littleparksurgery.co.uk

April 2018

Special Points of

Interest

Look at our website on:
www.littleparksurgery.co.uk for
all sorts of help & information.

ONE YOU

New NHS services are under one umbrella you can find all the services that can help prevent diseases like diabetes, cancer, heart disease and reduce your risk of suffering a stroke or living with dementia. **ONE YOU** will help you to make simple changes toward a longer and happier life. Smoking, Drinking eating, moving, stress, sexual health, weight loss, diabetes, all on

REFURBISHMENT

We have taken note of your comments and we plan to refresh the building. We will be installing sliding front doors to make the access easier.

We will be painting all rooms and Reception area.

MEDICAL EQUIPMENT

We will be purchasing a ECG machine, which will improve the service we provide for patients.

APPOINTMENTS

Please remember that you are registered with the practice rather than a specified G.P. and you are welcome to see any G.P

It is helpful to let us know if you are running late for an appointment or if you need to cancel an appointment.

EXTENDED HOURS

We run an Extended hour service on a Tuesday Evening 18:30-20:45.

TELEPHONE LINES

Are now open from 8:00am-18:30pm. appointments bookable from 8:30am

Please be aware we have recently upgraded our telephone lines, please bear with us if we experience any initial difficulties. We apologize for any inconvenience caused.

HEARING LOOP

We are pleased to announce that we now have a hearing loop on site. Please enquire at Reception

PATIENT FEEDBACK

Please see the Feedback forms on reception, we would really appreciate your input any constructive feedback will be welcomed.

ON LINE ACCESS:

- **PRESCRIPTIONS**
- **APPOINTMENTS**
- **RESULTS**
- **RECORDS**

can now be accessed on line.

Please request your on-line user name and password from Reception

ORDERING

PRESCRIPTIONS

Please be aware that from 1st May 2018 Pharmacists will no longer be able to order medication on behalf of patients.

CONTACT DETAILS

Please inform us of any changes to your contact details as we can now send reminder texts when you book an appointment. With incorrect information we cannot con-

GP or Urgent Care centre?

In surgery opening hours you should always contact the GP surgery in the first instance if you have an urgent problem.

Many patient who are seen at the Urgent Care centre are referred back to the GP so it is more efficient to be seen by the doctors who know you and have your records.



NHS 111 is a service that allows you to access local NHS health care services. You can call 111 when you need medical help fast but is not a 999 emergency.

Meningitis B



We are now offering the Meningitis B vaccine to babies as part of their routine childhood vaccinations. This is offered to all children ages 2 months old, a second dose will be given at 4 months and a booster given at 12 months old. The Men B vaccine will protect your baby against infection by meningococcal group B bacteria, which are responsible for more than 90% on meningococcal infections in young children.

Men CAWY

We are offering the MenCAWY booster to young adults who will be heading off to university.

This will include patients aged from 17.

PERTUSSIS

Little Park Surgery is currently offering pregnant ladies from 20 weeks to 34 weeks the Pertussis vaccination (Whooping Cough).

You will be contacted by text message inviting you to make an appointment with our practice Nurse.

We strongly advise this vaccination as it vital to the wellbeing of your new born baby.

PNEUMOCOCCAL

We are currently offering patients with chronic diseases from 5 years to 65 & **ALL** over 65 the pneumococcal vaccine. This is a single vaccine that protects for life.

SHINGLES

If you are aged 70, 71, 72, 78 & 79 you are entitled to a Shingles vaccination.

You will be contacted either by text message or letter inviting you to make an appointment with our practice nurse.

Travel Vaccinations

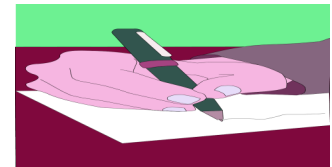


You should have your travel vaccinations 6-8 weeks before you travel.

Please collect a travel questionnaire from reception before booking an appointment.

COPY OF REFERRAL

If you wish to receive a copy of your referral letter, please leave your e-mail address with the referring doctor.



Smoking Cessation Clinics



Little Park Surgery run smoking cessation clinics on site.

The clinics are run by two trained advisors who will be able to advise you on the best method to stop smoking.

To book an appointment either :

- Telephone the surgery
- go on-line
- or pop in to reception.

NHS Health checks

This involves a simply health check with advice on health maintenance and disease intervention.

If you have not had a fasting blood test in the last 6 months you will need an appointment with the phlebotomist first and then make an appointment two weeks later with the Health Care Assistant.



Month of Birth Health Checks

Patients with Chronic diseases will be invited for a yearly health check in the month of their Birthday.

For the health check you may be seen by doctors, Nurses and Health Care Assistants.

We will do what is reasonably possible to combine appointments to ensure you don't have to keep coming to the Surgery for different tests.

What's New?

New Patients

Summary Care Records

Patient Participation Group PPG.

NHS Friends & Family Test

The NHS friends and family test (FFT) is an important opportunity for you to provide feedback on the care and treatment you receive from Little Park Surgery and this information helps to improve our service.

Little Park Surgery welcomes new patients who live in our catchment area. You will be required to complete a registration form, book an appointment for a New Patient Health Check to which please bring photo ID (either a passport or Drivers licence) and proof of address (recent utility bill or bank statement).

A summary care record is an electronic patient record, this is held centrally on the NHS database and can be accessed by other health care providers if required when caring for you in another health care environment e.g. hospital.

Little Park Surgery has established a PPG. This group gives you a chance to have your say. We would like to know how we can improve our service to you and how you perceive our surgery and staff. If you wish to have your say please contact the surgery and leave your contact details with the receptionist.

Next meeting will take place on the 24/04/2018