

CROSS DEEP SURGERY



Issue 4

Bulletin

Autumn 2014

HELP YOUR DOCTOR TO HELP YOU

It's probably fair to say that, unless you have a long-term health condition, you're unlikely to think too much about your doctor or visits to the surgery. The doctor is simply somebody you expect to be available when illness strikes.

So, when do you need to see the doctor and how can you help the doctor to help you?

Put simply, if your health or the health of a member of your family, particularly if they are elderly or very young, is giving you cause for continuing concern you should consult your doctor.

Some conditions are self-limiting and will go away without treatment but, if the symptoms persist, seek medical advice. You should certainly seek medical advice for lumps, unexplained blood loss, a persistent cough or headache, feelings of intense depression or indeed any symptom that you find worrying. Bear in mind that for many people reassurance and advice might be all that is needed. Don't expect always to be prescribed

pills - for instance in the case of a simple cold or a virus, antibiotics are not effective.

You might find it helpful to write a list of everything you want to ask starting with the most important. Be as honest as you can and describe your symptoms in simple language. Tell your doctor if you feel embarrassed talking about your problem and they'll try to make you feel at ease. If you would prefer to see a doctor of a particular sex tell Reception when you make your appointment.

Don't be afraid to ask questions. For example, if your doctor suggests you have a certain test, ask what it is and why you need it. What is involved? When will you get your results? You might like to consider making notes to remind yourself later what has been said. Or, you can always take somebody else into the consultation with you.



Your doctor's prime objective is to help you. But it's a two-way thing - help your doctor to help you.

OUT OF HOURS SERVICE

When the surgery is closed you can call our Out of Hours Service on 0300 024 0000. The Service is available between 6 pm and 8 am Monday to Friday and 24 hours a day on Saturdays, Sundays and Bank Holidays.

You will have access to GP advice and, if appropriate, you may be asked to go the local Primary Care Centre (PCC). From 4 November, the PCC will be based at Teddington Memorial Hospital.

Access to a GP at the PCC is strictly by appointment only so it is essential that you call the Out of Hours Service first. For patients who are housebound and for times when the PCC is not open, a home visiting service is available.

It's vaccination time again!!
See next page for details of
Clinics

ANNUAL FLU VACCINATIONS

Patients who are eligible for a free **Influenza Vaccination** include those who are—

- aged 65 and over
- suffering from a chronic condition (e.g asthma, COPD, heart disease etc)
- immunosuppressed
- pregnant
- Carers

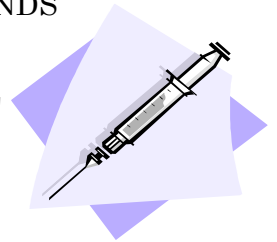
Patients who are aged 65 years and over who have not had a **Pneumonia Vaccination** will be offered one when they receive their flu vaccination.

The **Shingles Vaccination** will be offered to patients who are 70, 78 or 79 on 1 September 2014. (Those born between 2 September 1943 and 1 September 1944 and those born between 2 September 1934 and 1 September 1936 are eligible.)

PLEASE NOTE— Pneumonia and shingles vaccines cannot be given together although either of them can be given with the flu vaccine. So, if you require all three vaccines you will need two separate appointments.

THIS YEAR'S CLINICS ARE BEING HELD ON SATURDAY, 4 OCTOBER AND SATURDAY, 18 OCTOBER. PLEASE CONTACT RECEPTION TO BOOK AN APPOINTMENT.

ALTHOUGH LOCAL PHARMACIES ARE OFFERING FLU VACCINATIONS - THE PRACTICE RECOMMENDS HAVING YOUR VACCINATION AT THE PRACTICE.



Flu vaccine for 2, 3 and 4 year olds

Flu can be very unpleasant for toddlers—they suffer the same symptoms as adults and can develop very high temperatures. This year a flu vaccine for children is available given as a single dose of nasal spray squirted up each nostril.

We are arranging clinics for children's vaccination and will be contacting parents of eligible children so please wait to hear.

HOW LIKELY ARE YOU TO RECOMMEND THE SURGERY TO SOMEBODY ELSE?

There is now a requirement from NHS England for all General Practices to ask patients specific questions about the care they receive - this is called the Friends and Family Test (FFT).

We have implemented a new feedback service via the website www.iwantgreatcare.org to make it easier for patients to answer the FFT questions.

We would be grateful if you would take the time to complete the survey—it doesn't take very long. There are five questions and the opportunity to leave other feedback for the practice.

Please visit the following website—

www.iwantgreatcare.org/gpsurgeries/cross-deep-surgery

If you prefer you can follow the link on the practice website— www.crossdeepsurgery.co.uk

Thank you.

Patient Access to Medical Records

The practice is looking into expanding our online services to include patient access to medical records. These records will be limited to medication, allergies and adverse reactions. We plan to have this facility available by 31 March 2015 and further information will be available via the website in due course.

In order to use the new service, patients will need a Vision Online Account. (This is also the means by which registered patients can book, change and cancel appointments and request repeat prescriptions online.) If you are not already registered for the practice's online service then please ask at Reception for a registration form.