



# Cross Deep Surgery

## Patient Newsletter

Issue 1

Autumn/Winter 2013

## Welcome to our Newsletter!

### Annual Flu Clinics

It is that time of year again when we ask Patients to come in and have their flu vaccinations.

### Book your Flu Jab now!!!

We encourage all eligible patients to come and have a flu vaccination. **OUR FLU CLINIC IS BEING HELD ON SATURDAY 28TH SEPTEMBER.** Please call the Surgery to book an appointment. A further Clinic will be held on 19th October for those who are unable to attend the earlier Clinic. (Please note that bookings for the 19th October clinic will not be taken until after 28th September).

The criteria for Patients who are eligible for a free flu vaccination have not changed from last year. Patients who are eligible include those who are:

- aged 65 and over
- suffering from a chronic condition (e.g Asthma, COPD, Heart Disease etc)
- immunosuppressed
- pregnant
- Carers

*The Practice will aim to produce a newsletter twice yearly -*

*Spring/Summer and Autumn/Winter.*

*The purpose is to keep our Patients up to date with news and with all the services we provide.*

**The new shingles vaccination is also available for Patients aged 70 and 79. This can be given at the same time as your flu vaccination.**

### Home Monitoring for Blood Pressure

We are aware that having your blood pressure taken in the GP practice can often impact on the reading i.e. it may be high. In order to improve this service for our Patients, we are launching a Home Monitoring Blood Pressure Service and are keen to promote blood pressure testing at home. To this end we have made a special arrangement with a local pharmacy. Patients will

receive a special discount when buying a machine for home use.

There will be a discount card (in the form of a Day Lewis Pharmacy Card) included with the pack which will be available from the Nurses or GPs. This will entitle you to buy an Omron Blood Pressure Machine for £14.99. RRP is £19.99

In order to make the procedure easier for Patients it will be possible to submit readings online via the link on our website:

[www.crossdeepsurgery.co.uk/HomeMonitoring.php](http://www.crossdeepsurgery.co.uk/HomeMonitoring.php)

Alternatively Patients can drop a copy of their log



sheet into Reception to be put on their medical records.

We suggest that once a year you book an appointment with our Health Care Assistant to have your machine checked against our calibrated machines at the Practice to ensure you are getting accurate readings.

**Did you know:**  
White Coat Hypertension is when patients give a higher than normal reading because they are in a health care environment

### Patient Participation Group

This is a forum for our Patients to bring their views, ideas and suggestions relating to local healthcare services. The PPG has been running for 2 years now and is looking for new members especially those aged under 50. The PPG aim is to work alongside the Practice to help improve existing services and/or introduce new services. If you would like more information on the PPG or would like to become a member, please contact the Practice Manager or express your interest by email to:

[RICCG.patientgroupcrossdeep@nhs.net](mailto:RICCG.patientgroupcrossdeep@nhs.net)

**Under 50? Come and  
join us**

# Staff News



Goodbye to....

## Dr Alison Lloyd

We are sorry to announce that Dr Alison Lloyd will be retiring in December 2013. After 10 years of wonderful service at the Practice she has decided to hang up her stethoscope. Dr Lloyd is planning to travel to Chile this year and Australia and Mexico next year.

She will be missed and we wish her all the very best for a thoroughly enjoyable retirement. We have placed a book at Reception for Patients to write in for her to keep.

## Gail Goddard

After nearly 7 years as Practice Nurse at the surgery Gail left us on 9 September 2013. Gail was awarded the Queens Nursing Institute Award back in April 2013. This award followed a successful application process which demonstrated her commitment to patient-centred values and continually improving practice in nursing care. Gail has left the Practice to commit her time to her career as a District Nurse. We are pleased to say she will be working in the Twickenham area so we are looking forward to working with her in that capacity. Good Luck Gail.

## Texting & Online Services

The Practice has recently introduced a texting service.

If you have a mobile number recorded on our records you will receive text message appointment reminders and health campaign information.

To ensure you are benefiting from this service, please check with Reception that we have your most up to date contact details. You can also update these online at -

[www.crossdeepsurgery.co.uk](http://www.crossdeepsurgery.co.uk)

The practice is also introducing a new Online Booking Service. This will enable Patients to book,

change and cancel their own appointments. Patients will also be able to request their repeat prescriptions via this online portal.



If you would like more information about these new Online Services please visit - [www.crossdeepsurgery.co.uk/online-services](http://www.crossdeepsurgery.co.uk/online-services).

**You can register for these services next time you are at the Practice—please ask at Reception for details.**

## Travel Clinic

The Cross Deep Surgery Travel Clinic caters for all your Travel Needs. This includes both registered Patients and Private Patients. Our experienced Practice Nurses provide a comprehensive service which offers vaccinations and advice to travellers. We ask Patients to complete a pre-assessment form and return this to the Practice before their appointment. This can be emailed direct— [RICCCG.crossdeep-travelclinic@nhs.net](mailto:RICCCG.crossdeep-travelclinic@nhs.net)

Our experienced team will look at your requirements and contact you to advise you what you need. Sometimes you may not need any vaccinations and if this is the case, the nurses will still offer advice for the areas you're travelling to. If you wish to use our service then please contact the Practice or alternatively visit our Practice Travel Clinic page on our Website.



## NHS Summary Care Records

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 healthcare environment (e.g Hospital etc).

Information which the Summary Care Record will hold currently is only Medication and Allergies.

**Patients have the choice to Opt Out of having a Summary Care Record** - however to do this you **MUST** complete an opt out form which can be obtained via our Website or at the Practice.

**If you do opt out you should be aware of the consequences of the choice you have made.** You can always change your mind and opt back in if you wish.

For more information visit:

[www.crossdeepsurgery.co.uk/scr](http://www.crossdeepsurgery.co.uk/scr)

## Extended Hours

The Practice has recently decided to change our opening hours. We now perform extended opening hours every week day, Monday—Friday.

We have Early Morning Appointments — From 7.30am and Evening Appointments — up to 7.00pm.

These appointments are open for all Patients to book.



## Contact Details

### Surgery Address:

4 Cross Deep  
Twickenham  
Middx  
TW1 4QP

**Tel:** 0208 892 8124

**Fax:** 0208 744 9801

[www.crossdeepsurgery.co.uk](http://www.crossdeepsurgery.co.uk)

**Out of**

**Hours:** 0300 024 0000