

Balmoral Surgery Newsletter



Book your 'flu jab now!

NHS

Special points of interest:

- *We are now offering 'flu vaccinations to patients who are eligible*
- *Patients who were aged 70 or 79 on 1.9.13 are entitled to a Shingles vaccination this year*
- *Prescriptions can now be sent electronically to the chemist, which means patients do not need to pick them up*
- *The practice offers free appointment reminders via text message*

' Flu Vaccinations

Patients can now book an appointment for a 'flu vaccination. If you usually have a 'flu vaccination, you do not need to wait for a letter. Any patient over 65 years old, pregnant ladies, carers and patients with the follow diseases are eligible for the vaccination;

- Chronic respiratory disease (e.g. COPD/Asthma)
- Chronic heart disease
- Chronic kidney disease
- Chronic liver disease
- Chronic neurological disease (e.g. stroke, cerebral palsy or MS)
- Diabetes
- Immunosuppression

There is also a nasal 'flu vaccination which is being offered to children who were aged 2 or 3 on 1.9.13. Please speak to a receptionist if your child is eligible for this vaccination, and you would like to book an appointment.

Shingles Vaccination

A vaccination against shingles is also available for patients who are aged 70 or 79 years old on 1.9.13. This can be given at the same time as the 'flu jab, please tell the receptionist if you are eligible for both.

Care.Data

Attention - Care.Data Records Extraction

Confidential information from your medical records can be used by the NHS to improve the services offered so that the best possible care can be provided for everyone. This information, along with your postcode and NHS number, but not your name, are sent to a secure system where it can be linked with other health information. This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you.

You have a choice.

If you are happy for your information to be used in this way you do not have to do anything. If you have any concerns or wish to prevent this from happening, please speak to the Practice Manager or Assistant Practice Manager for further information or ask at reception for a copy of the leaflet "How information about you helps us to provide better care".

More information can be found at www.nhs.uk/caredata

Staff Changes

We currently have three ST3 GP Registrars working at the practice;

Dr Taj Ansari – Dr Sparrow's Registrar

Dr Maria Khan – Dr Sharvill's Registrar

Dr Uche Enechi – Dr Viney's Registrar

They will be with us until August 2014.

Infection Control

The Infection Control lead within the practice is Sarah Fulbrook (Nursing Team Leader). The practice has strict protocol and procedures in place to ensure that infection control takes place. If you have any concerns about infection control within the practice, please ask to speak to Sarah.

Please cancel your appointment if you cannot attend!

From 1.8.13 to 30.9.13 there were

326

unattended appointments.

The practice now has a cancellation line which patients can text to cancel their appointment, the number is **07513225850**, please include your name and the date and time of your appointment.

Practice Website

Our Practice website offers up-to-date information about the practice and the services that we offer. It also has other useful contacts.

www.balmoralsurgery.com

Planned Closures

Please note that Balmoral Surgery is closed from 1pm on some days once a month to allow the doctors and staff to have protected learning time. These sessions are arranged by the South Kent Coast Clinical Commissioning Group and offer the opportunity for the Surgery teams in our locality to get together for training purposes. These sessions are usually on a Thursday afternoon once a month and at present are scheduled to take place as follows:

17/10/13 & 6/11/13

Hearing Loop

The practice has two hearing loops, one which is built into the reception area, and a portable one which patients can use in consultations.

Please speak to a receptionist if you would like to use the portable hearing loop in a consultation.

Did you know????????

- *Patients can now make their appointments and order repeat prescriptions online.*

Please enquire at reception in the first instance to register for this service. After registration you can make your appointment by going to www.myvisiononline.co.uk. If you have already registered for online appointments, you will now see that there is a new tab called "prescriptions" which you can click on and order your repeat medication.

Patients can now access the same appointments online, which are available via the telephone.

- *When you order a prescription, it can now be sent straight to the chemist electronically??*

This means that you do not need to come to the surgery to collect the prescription and take it to the chemist, you can go straight to the chemist and pick up your medication. If you would like to use this service, please speak to one of our receptionists.

- *You can receive this newsletter electronically via email*

If you would like to receive this newsletter via email, please speak to one of our receptionists and ask to be added to our mailing list.

- *The practice offers free appointment reminders via text message*

If the practice has an up-to-date telephone number for you, when you book an appointment you will receive an appointment reminder. If you are not sure if we hold an up-to-date number, please check with a receptionist.

Patient Forum Group

If patients wish to have a say about the services provided by Balmoral Surgery and decisions being made by the local commissioning group, they are invited to attend our patient forum group. Patient forum groups have a very important role to play in the future of the NHS, and we welcome new members to the group. The group meets three times a year, if you are interested in joining this group please contact Becky.



*Our next meeting will be held at the surgery on 19th November
2013 @ 6pm*