



Heathcote Medical Centre Patient Newsletter January 2018

Reminder of Opening Times

The surgery is open

- Monday - Friday 08:00 - 18:30 (core opening hours)
- Appointments can be made at reception from 08.30
- Telephone lines are open between 08:30 - 12.45 and 14:00 - 18:00

We also offer bookable extended hours late appointments on Tuesday and Thursday evenings from 18:30 until 20:30.

After closing times patients should telephone 111 to access out of hours care for issues which cannot await the surgery reopening. 999 should be called for emergencies. Chest pains constitute a medical emergency.

Alternatively out of hours you can make an appointment at one of the local hubs. Please call GP Health Partners on 01372 738373.

Appointment Availability

As is the case for all GP practices, demand easily outstrips supply of routine appointments. Here at Heathcote we offer telephone consultations with doctors in circumstances where the 10 minute face to face appointment is not necessary and encourage our patients to explore whether this would be appropriate by giving information to our trained receptionists. We would also remind our patients that many issues can be effectively covered by our nursing and healthcare assistant team or by using the local pharmacists.

To assist us in maximising appointment availability we politely ask all patients who no longer need an appointment to cancel them. It is not necessary to speak to a receptionist - you can use our automated system and leave a message, even out of hours. You can even reply CANCEL to a text reminder. Please do make use of this to free up much needed appointment time.

Practice/Locality News

Online Access

We would encourage as many patients as possible to sign up to online access to book appointments and order repeat medication. Currently users can view a summary of their medical record - current medication and allergies. This may be extended to view test results and immunisation history in the coming year which will reduce the need for patients to contact the surgery and enable more effective self-management.

Please bring a form of photographic identification into the surgery and ask to be signed up to online access. Or, if you do not have ID with you, you can email a photograph to us. The receptionist will provide the secure email address on request.

SMS Service and Wi-Fi update

We are now able to text patients about a variety of topics from alerting them to a test result being available to running campaigns encouraging patients to have vaccinations or checks. The service also allows us to maximise ease of use for patients with the option to decline a service or cancel an appointment by text. If you have a smart phone, please consider installing the Mjog app as this is easy and intuitive to use.



Mjog Messenger [View More by This Developer](#)
By Mjog Limited
This app is only available on the App Store for iOS devices.

Description
Mjog Messenger allows your Doctors Surgery to send you appointment and other healthcare related messages. Please only install Mjog Messenger when asked to do so by your Surgery.

[Mjog Limited Web Site](#) [Mjog Messenger Support](#)

What's New in Version 1.2.0

When you speak with the receptionist, please ensure that we have your correct mobile number so you can receive this service.



Wi-fi is now available to patients. Click on NHS wi-fi within your device wi-fi settings. There is no password required, simply accept and connect.



Immunisations

FLU

We remind our patients who are aged 65 and over or who have a serious medical condition to have the flu vaccination. We have run various text and call campaigns to patients and with due reason - it is important to be vaccinated! We would prefer our patients to be vaccinated in surgery where possible.

Young children are often carriers of flu and hence the NHS campaign to get young children vaccinated. The school service is delivering to school aged children in years reception to 3, but younger children with dates of birth between 1 September 2013 and 31 August 2015 need to be vaccinated at the surgery. It is a simple nasal spray and takes minutes. We are constrained in the amounts we can order and hence appointments have to be carefully monitored. We would encourage parents to have their children vaccinated in the absence of clinical reasons against as children are effective carriers of flu and can pass on the virus to others. The vaccination is usually very well tolerated with minimal side effects if any.

There has been an unusual shortage of certain vaccines in recent months due to global constraint issues. This has impacted on the availability of Hepatitis A and B and rabies and resulted in supply and vaccination controls.

PNEUMOCOCCAL

We are beginning to get stocks of pneumococcal and invite a) those over 65 b) those aged 2-64 with a serious medical condition to be vaccinated. Infections can lead to serious conditions such as pneumonia, meningitis and septicemia. Appointments are available with Shelly our HCA. We will be contacting those eligible but with no record of vaccination.

SHINGLES

Patients aged between 70 and 80 are nearly all eligible for a shingles vaccination. If you are between 70 and 80 do ask if you can have this vaccination to prevent this painful condition. Unlike the flu vaccination you need only have it once and at any time during the year.

FIRST IMMUNISATIONS FOR BABIES

Babies being born now are receiving the 6 in 1 vaccine to cover diphtheria, tetanus, pertussis, hepatitis B, poliomyelitis and disease caused by Haemophilus influenzae type b. Babies routinely receive this at 8, 12 and 16 weeks. This sits alongside the Meningitis B programme for infants. Please bring infant paracetamol to the appointment where the nurse will give advice how best to use following vaccination.

Free Health Checks Service

We are able to offer health checks to patients aged between 40 and 74 who are not already being treated for medical conditions such as high blood pressure, heart disease or diabetes. The check is to assess your risk of developing diabetes, heart disease, kidney disease, stroke and dementia. If there are any warning signs, then together we can do something about it.

The check should take about 20-30 minutes and is based on straightforward questions and measurements such as age, gender, family history, height, weight and blood pressure. There will also be a simple blood test to check for cholesterol and diabetes.

Following the check, you will receive free personalised advice about what you can do to stay healthy. For more information please see the website: <http://www.healthcheck.nhs.uk/>

If you wish to make an appointment with one of our health care assistants please see reception or call the surgery at your convenience.

Travel Vaccinations - Before You Fly



Please consider your vaccination requirements. Ask reception for an assessment form which will include countries and areas within countries you intend to visit in order that we can advise you. Please note not all vaccinations are covered by NHS services and hence may incur a charge.

Staff Changes

We are pleased to welcome our new registrar Dr Roma Patel to the practice. Roma will be here for a few months early in 2018 and will be returning later in the year for her final year's training. We will be saying goodbye to Dr Kotedia in February. Dr Kotedia has now passed all her exams and completed her training. We wish her every success in the future.

We welcome Dr Trent back to the surgery. Dr Trent will be covering for Dr Patel during her maternity leave. We will also be joined by Dr Sharmin Alam and Dr Punit Makwana in January who will be covering Dr Rahman's maternity leave.



Message From The Patient Participation Group

It is a requirement of good practise for all GP Practices to have a Patient Participation Group (PPG) to support the work of the Practice. The Heathcote Medical Centre PPG's recently drafted Constitution was agreed and signed by the Senior Partner, the Practice Manager, and the Acting Chairman at its quarterly meeting on 5th December 2017. The Constitution will be formally adopted at the next meeting of the PPG in February. This is an exciting development and thanks must be given to our Acting Chairman for all the time he has dedicated to achieving this milestone.

This means that the PPG can now move forward to holding an AGM to which all patients of the Practice will be invited and Officers can be formally elected.

The PPG working closely with the Practice has plans to develop a programme to support patients and enable them to attend events that will be of benefit for their health and wellbeing. For example a First Aid course was held in the summer of 2017 and this proved so successful that it is hoped that similar events might be organised in the future.

In September, following a July NHS GP Patient Survey the PPG met with the Practice Partners. The PPG's primary aims of the meeting was to better understand the survey outcomes and then to provide its full support to the Practice in its plans to enable patients to make the most effective use of the Practice and other NHS/Council services. The PPG will be consulting patients to gather their views on both GP and local services to inform our work at Practice level and wider.

The PPG has responded to the Epsom & St Helier Hospitals Public Consultation in person and in writing and also responded to the Public Consultation on certain low priced medications.

A former member of the group has donated, very kindly, £300 to enable the PPG to commence its work and establish its self for the good of all patients.

The Constitution is available to any patient requesting it from the Practice Manager or Reception Staff.

Please contact the PPG at heathcoteppg@gmail.com