

LUPSET PATIENT PARTICIPATION GROUP

Winter Newsletter

November 2017

Welcome to the winter edition of the Patient Participation Group newsletter. We hope that it contains some useful information about what is happening in the practice and the Patient Participation Group, but if you feel there is anything we should include please do not hesitate to contact us.

Flu vaccinations

This year we have trialled a new way of contacting patients to let them know that they are eligible for a flu vaccination. Where possible we have texted or called patients to book an appointment. This has been very successful and has cut down on the amount of letters we have had to send out. We have also encouraged patients who know they are eligible to contact us and again this has worked well. If you know that you are eligible please contact us between 15—31 October next year to book your appointment, or wait for us to contact you.

You may have seen that this year, unlike some surgeries and pharmacies, we have ordered the “quadravalent” vaccine that gives a better protection than the “tri-valent” vaccine. We hope to do the same next year.

Coughs and colds advice

At this time of year we are all at risk of catching coughs and colds, particularly the most vulnerable patients. Most mild coughs and colds will clear up on their own without GP treatment within 10—14 days.

You can also treat them yourself by staying warm, drinking plenty of water and taking over the counter pain relief. However you should see a GP if it lasts beyond 3 weeks or seems to be getting worse, especially if you notice any worrying symptoms (breathing problems, coughing up blood, chest pains etc).

Youth Accreditation

We are pleased to announce that this year we have been given the “Youth Accreditation” award. It is easier for young people be seen by a male GP or nurse and we subscribe to the “C-card” system for issuing contraception.

Contacting you by SMS (text)

We recently launched a system where we can contact you by text in certain circumstance (eg appointment reminders, normal test results or one off communication from the GP). This is quicker, saves bothering you by phone or letter and means the GPs can see more patients. Please consider using this excellent service, and if you wish to do so please register at reception. Please let us know if you change your phone number.

SystemOnline.

Just a reminder that you can book, cancel or amend appointments on line as well as request your repeat prescription. This saves you time and money as well as reducing the queuing times for you and other patients, both on the phone and in person. Please speak to a member of staff to find out how to register for this excellent and very easy to use system.

Electronic Prescription Service

In addition to the above, you can request that your repeat prescription is delivered to a named pharmacy electronically. This means that if you register for the SystemOnline service above, and name a pharmacy you could order your repeat prescription on line and have it delivered electronically to your local pharmacy. This means that you would not have to come to collect it and you probably won't have to wait for it to be prepared in the pharmacy. This could save you both time and money so please consider registering for both services.

Greater access to medical support —GP Care Wakefield

You can now access out of hours medical support from 6.30pm to 10pm Monday to Friday and from 9am to 3pm on weekends and Bank Holidays. You do this by simply calling the practice on 01924 668977. You will be automatically redirected to a clinician who will triage your needs and direct you to the most appropriate care. Outside of these times you can access medical support by continuing to call NHS 111 by dialling 111. If it is a medical emergency at any time please call 999.