

FLITWICK SURGERY

NEWSLETTER - EARLY SPRING 2012

Staff Announcements

We shall be sorry to say farewell both to **Dr Talib Mearza** at the end of April and to **Dr Hee Liong Ling** at the end of June 2012. We are currently recruiting and will let you know when we have been successful.

Surgery Normal Opening Hours

Monday to Wednesday 8.00 am - 6.00 pm
(6.30 pm - 8.00 pm
Pre-booked appointments only)
Thursday to Friday 8.00 am - 6.00 pm
Saturdays (2 per month) (8.30 am - 10.15 am
Pre-booked appointments only)

Telephone access will remain as it is at present:
8.30 am - 12.45 pm
2.00 pm - 6.00 pm

At lunchtime, the Surgery is open for you to make appointments, and to pick up forms and certificates.

If you require urgent medical advice or treatment from 12.45 to 2.00 pm, from 6.00 pm-8.00 am or at weekends, you will need to ring 01525 715300 for details of the OUT of HOURS service.

At weekends, you will be assessed by a clinician who, if required, will book an appointment for you to be seen locally.

.....BREAKING NEWS..... NEW YEAR - NEW NUMBER

We have moved from an 0844 number to a local number - **01525 715300**. This means that you will no longer have to wait before being re-directed to Flitwick surgery - you are calling the surgery directly. *A result of this is that you may get the engaged tone for short periods during busy times; please try again, you will soon get through.* We are also adding 50% more lines to help during these times.

As well as having a new number, we have installed a new phone system, which allows us to have more people answering your calls at peak times. On busy Monday mornings, we have 8 people answering the phones and dealing with patients. Since the changes, we are now taking over 100 more calls per day (a 20% increase), meaning patients are speaking to the right person much more quickly.

Can't make it or don't need it? Cancel your appointment with ease – choose **OPTION ONE**

Surgery Dispensary

Telephone Access and Opening Hours

The Dispensary is situated through the waiting room and along the corridor to the right. We can dispense to patients who live in a village without a pharmacy (excluding some parts of Maulden). Dispensary staff members are also happy to help you with any medication queries by speaking to your GP on your behalf.

The Surgery Dispensary offers a free delivery service.

Did you know that we can give patients simple devices to help them to remember to take their medication? This can help carers too, so that they can see immediately whether or not the patient has taken their medication. If you feel this service could benefit you, or someone you care for, please speak to Dispensary.

PRESCRIPTION REQUEST SLIPS CAN BE POSTED INTO THE OUTSIDE LETTERBOX OR IN THE BOX IN THE ENTRANCE LOBBY.

Repeat medication can be ordered online via the surgery website www.flitwicksurgery.co.uk - Ask Reception for a PIN number to enable you to do this.

You can fax requests to: 01525 718756

Monday to Friday 8.30am – 6.00 pm

The telephone line is open between 11.00 – 12.45 pm and 4 pm – 5.30 pm for acute medication queries only. *You cannot request medication by phone.*

Calling all Carers

Do you provide unpaid support to a relative, partner, friend or neighbour? If yes, then this makes you a carer. Please register your carer status with the receptionists who will book an appointment for you to see the Healthcare Assistant. She will check you are up-to-date with all of your screening and provide you with information and support regarding your caring role.

We also have a 'Carers Display' in the Practice. Come and have a look the next time you visit, or alternatively go on to our website, where you can view a copy of the GP Carers Pack: www.flitwicksurgery.co.uk Here you will find useful information on all aspects of caring such as how to take a break, benefits and allowances and how to plan for an emergency.

The numbers below can also provide you with information, support and advice on your caring role.

Carers in Bedfordshire: www.carersinbeds.co.uk
Tel: 01234 214914

Central Beds Council: www.centralbedfordshire.gov.uk
E-mail: carers@bedfordshire.gov.uk
Tel: 0300 300 8036

VISIT OUR WEBSITE: www.flitwicksurgery.co.uk

WHY NOT REGISTER FOR ONLINE SERVICES SO THAT YOU CAN BOOK YOUR APPOINTMENTS, REQUEST YOUR TEST RESULTS AND GET IN TOUCH WITH US WHEN IT'S CONVENIENT TO YOU?

Patient Survey

The Practice sent out 1,500 questionnaires to patients selected at random to seek views on our patient services. We were delighted that almost 200 patients responded and everyone clearly took much time and trouble to provide feedback; we gained a great deal of useful information and have started to put your ideas into practice.

We have developed an Action Plan and the installation of our new phone system/number was your top priority, so we hope you are happy with the change. We will publish the Action Plan and our report on the website by the end of February.

Pneumovax

Patients who are 65 and over who have not had the pneumovax injection should consider having this, because it protects you from the worst effects of pneumonia for the rest of your life.

NHS Health Checks

Everyone is at risk of developing heart disease, a stroke, diabetes or kidney disease. The good news is that these conditions can be prevented, even if you have a history of them in your family. If you are aged between 40-74 years, have your free NHS health check and you will be better prepared for the future. You will be able to take steps to maintain or improve your health and a leaflet giving further information is available at reception.

Travel Vaccinations



Are you planning to take a holiday abroad this year? Please remember to make an appointment for your travel consultation at least 8 weeks before departure.

The nurse will be able to give advice and recommend vaccinations, some of which are available in surgery. It would be helpful if, prior to your appointment, you could visit the website www.fitfortravel.nhs.uk and type in the destination you are visiting and bring a copy of the report with you.



Stop Smoking Service

Do you want help to stop smoking?

The Stop Smoking Service is part of the NHS and is free to all patients. There are patient information leaflets in the waiting room regarding this service. *For further information you can telephone 0800 169 0169.*

Alternatively, the surgery can offer appointments with the Healthcare Assistant or Practice Nurse who are trained as **STOP SMOKING ADVISORS**. At your initial appointment, a plan will be drawn up to give you help to stop smoking. Once you have given up, you will be seen weekly for advice and motivation.

Under 25's – Free Condoms

The Practice is now a registration site for issuing free condoms for **Under 25's**. We operate a '**Drop in Service**' so you can see a nurse in confidence. Please ask at Reception for further details.

Chlamydia Screening

We offer a screening test for anyone under 24. It is a simple urine test. Please ask at Reception for a test kit.

Appointments System

Same Day-A limited number of routine appointments are available each day.

Urgent-A limited number of appointments are available each day for urgent problems only.

These appointments can be with any doctor.

48 Hours-Some appointments will be available within 48 hours.

4 Weeks in Advance-A number of appointments will be offered for booking up to four weeks in advance.

.....R E M I N D E R.....

On-Line Appointments

If you are interested please ask our receptionist for a unique PIN number which will enable you to access this service.