

DR. RALF SCHMALHORST

DR. DANIELA MO

DR. JENNIFER LANE

DR. JAMES STOKES



www.plasmeddygsurgery.com

PATIENT NEWSLETTER

SPRING 2015

CAR PARKING

We regret to inform patients that, as of March this year, it will no longer be possible for patients to park in the surgery car park. This is due to overwhelming demand and the need for unobstructed access to the car park at all times, for both Doctors and Ambulances. Thank you for your cooperation.

PLAS MEDDYG SURGERY WEBSITE

www.plasmeddygsurgery.com

Please refer to our website for all up to date information.

If you would like any other information to be available on our website, please let us know.

BANK HOLIDAYS

Please note that the surgery will be closed on Monday 5th May 2015, re-opening at 8am on Tuesday 6th May 2015, and on Monday 25th May 2015, re-opening at 8am on Tuesday 26th May 2015. There will be no Baby Clinic held on these Tuesdays.

DUTY DOCTOR/EMERGENCY APPOINTMENTS

If an urgent appointment is requested for the same day, please provide the receptionist with as much information as possible so that the Duty Doctor can assess according to clinical need. The Duty Doctor may then telephone the patient to determine whether an appointment is necessary and, if so, will book them in for the afternoon surgery.

If the Doctor assesses the patient as non-urgent, the receptionists will call to book in for a routine appointment

VISION ONLINE SERVICES

This service enables you to book and cancel Doctors appointments online and to request *repeat* medications online. Further online services will be made available in the future.

Please note: You will need to fill in a registration form – available via the website, and in the surgery.

BLOOD PRESSURE CHECKS

If you are on medication for high blood pressure you need to have your BP checked once a year. Please make an appointment at reception. Anybody ages 40-75 should have their BP checked every five years.

TRAVEL VACCINATIONS

Please make sure you have all your travel vaccinations up to date. Please allow enough time before travelling to complete the vaccinations courses. The vaccinations will be given by our Practice Nurses, and as they are very busy please make sure you book in with enough time to complete the vaccination courses. For general travel advice, please visit our website.

BLOOD TESTS

Please ring the surgery 4 working days after the test to check your results. We do not routinely phone patients with their results, if the results are normal.

PATIENTS OVER 75

As of April 2014, all patients aged 75 and over will be allocated a GP. Your allocated GP will have overall responsibility for the care and support that our surgery provides to you. However, this does not prevent you from seeing any GP in the Practice, as you currently do. It also does not mean that you have to see this GP each time you visit the surgery, as this will not always be possible

REPEAT PRESCRIPTIONS

If you are going on holiday and need to have your medications earlier than normal, please put a note to this effect on your repeat.

HOSPITAL REFERRALS

When you are referred by your GP for further services, your doctor is not notified of the date and time of your appointment.

If you have any queries these should be directed to the hospital department concerned .

PARACETEMOL

Please be aware that it is Practice Policy not to prescribe Paracetamol for children.

NHS CHOICES

There is a website (www.nhs.uk) where you can leave positive notes about our service.

NHS choices
Your health, your choices