

DR. RALF SCHMALHORST

DR. JAMES STOKES

DR. JENNIFER LANE

DR. VERONICA ODEYALE



www.plasmeddygsurgery.com

**PATIENT NEWSLETTER
WINTER 2015/16**

CAR PARKING

The surgery car park is solely for staff use. Please do not park across the entrance as unobstructed access is required at all times for both doctors and ambulances. If you need to come by car, please park in Parkhurst Road where parking is available for 1 or 2 hours in dedicated bays.



ONLINE SERVICES

You can request repeat medications and book and cancel doctors appointments online 24 hours a day. If you would like to be set up for these services, please ask for a form at reception or download one from our website.

CONTACT DETAILS

Please make sure you let us know of any changes to your contact details.

It is important that we have the correct details so that we can contact you and be able to send appointment reminders by text message.



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.

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 aged between 40-75 should have their BP checked every 5 years.

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.

HEALTH HELP

A new web and smart phone app called Health Help has just been launched across SE London.

It is designed to help local residents understand where they should go for medical treatment, especially when in a hurry or late at night or at the weekend.

Visit:

www.healthhelpnow-nhs.net

for more information.

FLU VACCINATIONS

Eligible for a flu vaccination on the NHS and haven't had one yet? We still have supplies, so please book in for yours now.

If you are unsure whether you are eligible, please ask at reception.

FEEDBACK

We welcome feedback on how we are doing so we can improve our service.

Please complete the 'Friends and Family Test' questionnaire forms in reception or on our website, rate our surgery on the NHS Choices website (www.nhs.uk) or respond to the Friends and Family text you may receive.



SHINGLES VACCINATION

If you were born between the following dates, you are eligible for a shingles vaccination on the NHS:

02/09/35 - 01/09/37

02/09/42 - 01/09/45

Please make an appointment with one of our nurses.

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 request.

Please could we kindly remind patients that repeat prescriptions take two working days to process.

DR STEVEN SENG

We would like to welcome Dr Steven Seng to the Practice. He will be with us until March 2016.

DR. RALF

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IF YOU'RE HAVING DIFFICULTY BOOKING AN APPOINTMENT.....

1,299 appointments were booked and not attended in 2015!

701 GP slots and **598** nurse slots

220 were double appointments (20 minute slots), **17** were triple appointments (30 minute slots), **2** were 40 minute slots

60 were for blood tests.

If you cannot make your appointment, please call us on 01322 470595 so that we can offer it to someone else.



The doctors and staff at Plas Meddyg would like to wish all of our patients a very Happy and Healthy New Year



PATIENT PARTICIPATION GROUP NEWS

DO YOU KNOW WHAT WE DO?

The Plas Meddyg Surgery Patient Participation Group (PPG) exists to work in co-operation with the surgery to ensure that patients are at the centre of the service provided.

Although independent of the surgery, the PPG is there to support the hard-working staff at Plas Meddyg while ensuring that patient concerns or suggestions are given due consideration.

A representative from the Plas Meddyg PPG serves on the local Clinical Commissioning Group Patients Council thereby allowing the voice of local patients to reach the decision makers for the local NHS.

SHORT OF TIME BUT STILL INTERESTED IN THE PATIENT PARTICIPATION GROUP?

We are looking to increase our 'virtual' membership of the group which means that all the news and views from the PPG is delivered to your email rather than having to attend meetings. So, if you have an interest in your local health service or wish to raise any issues, you can sign up to be a virtual member by leaving your name and contact details in the PPG box in the surgery.

WOULD YOU LIKE TO ORDER REPEAT PRESCRIPTIONS OR MAKE SURGERY APPOINTMENTS ONLINE BUT NOT SURE HOW TO?

The PPG offer a free one to one session to show you how to get started. The sessions take place at the surgery and take no longer than 30 minutes. If you are interested, you can leave your name and contact details in the PPG box in the surgery or contact Muriel@javy.co.uk