

WHITEACRES MEDICAL CENTRE NEWSLETTER



Dr James Lavin, Dr Alison Findlay, Dr Louise Remedios, Dr Philip Thompson,
Dr Stephanie Lavin, Dr Thomas Daniel, Dr Helen Currie & Dr Anuja Balakrishan

Winter 2019 edition

Practice News



Congratulations to Dr Helen Currie on the birth of her baby girl in November, both baby Grace and Mum are doing well

Additional Consulting Rooms

We have recently been successful in obtaining funding from NHS England to convert one of our training rooms into 2 consulting rooms. This extra space has provided much needed rooms for our new Drs and also enabled us to accommodate more new trainee GPs.

The rooms are situated down the south wing, apologies for any inconvenience during the recent building work but it has been worth it to have the 2 new rooms allowing us to offer more appointments to our patients.



The NHS is here to help you when you are poorly but there are things you can do to get the best out of your NHS. Everyone has a role to play in keeping themselves healthy, and the NHS can provide the information and advice you need to stay well.

You can help the NHS help you stay well; prevent an illness getting worse; take the best course of action; and get well again sooner.

The 'Help Us, Help You' campaign is here to help you understand what you can do to stay well this winter.

There are a number of NHS services available to help you this winter; for example you can:

- ask a pharmacist for advice on minor ailments and illnesses to help prevent them from getting worse
- You can contact NHS 111 if you think you need medical attention urgently but it's not life-threatening
- Access appointments with GPs, nurses or other healthcare professionals available in the evenings and weekends, either at your local practice or another nearby NHS service.

Tel No: Outside of Practice hours you can contact the Extended Hours Team on **01905 789061**

- To prevent the admission of more vulnerable people to hospital, check in on elderly relatives, friends and neighbours, to ensure they have everything they need to stay well this winter.



Flu vaccinations

We are still offering flu vaccinations to patients over 65 and also to patients those who are under 65 and have a chronic illness.

Child nasal flu vaccines are also been offered to 2 and 3 year olds

PLEASE CONTACT RECEPTION FOR APPOINTMENT AVAILABILITY AND TO SEE IF YOU ARE ELIGIBLE FOR THE FLU VACCINE.

E-CONSULT – ONLINE TRIAGE

We have recently started to offer a new way of contacting and/or seeking advice from your GP which we hope you will find useful and convenient. This new “e-consult” triage feature is available via the surgery website. <http://www.whiteacresmc.co.uk> or via a patient access account.

The function allows you, at any time of the day or night, to submit a form with your enquiry, **although it should be stressed that this is not a service designed for urgent clinical advice**, rather more for routine queries such as minor illness advice, medication matters, test or letter requests, MED3 sick notes requests or follow-up requests which previously may have been done via a phone call.

The messages are collated each morning and reviewed by a member of the surgery team to ensure that they are passed to the most appropriate person, and you will receive a response by 18:30 the following day at the latest. The response may provide advice or instructions, or may inform you that a GP or nurse will be in touch, or you may be asked to book an appointment.

The e-consult system has built in safety notices which will alert you if it feels your request is more urgent (can't wait) and will direct you to the appropriate service. We are hoping that patients find this service useful and we encourage you to consider trialling the function.



MJOG -Text messaging Service

We have been providing a text messaging /appointment reminder service to our patients for the past couple of years and we have found it to be greatly beneficial to the practice as well as the patient.

If you would like to receive appointment reminders or health campaign notifications via text messaging please speak to reception who will need confirmation of your mobile number.

There is also a MJOG Smart App compatible with smart phones and androids.

.....

PATIENT ACCESS ONLINE

Did you know you can:

- Book appointments
- Order repeat prescriptions
- View your immunisation history
- View your medical history
- View your known allergies
- View test results

If you would like more information regarding accessing patients access online, please ask at reception.

NHS APP

The new, simple and secure way to access a range of NHS services on your smartphone or tablet.

Use the app to:

- Check your symptoms
- Find out what to do when you need help urgently
- Book and manage appointments at your surgery
- Order repeat prescriptions
- Register to be an organ donor
- Choose how the NHS uses your data

What the NHS App Does?

Use the app to:

- Check your symptoms
- Find out what to do when you require urgent help
- Book and manage appointments at your GP surgery
- Order repeat prescriptions
- View your GP medical record securely
- Register to be an organ donor
- Choose how the NHS uses your data



Christmas opening times

Please see below our opening times over the Christmas period:

Please plan ahead and ensure that you allow at least 48 hours to order any medication, also if you have your prescriptions sent directly to a chemist allow 72 hours before collecting them.

Tuesday 24 th December	Usual opening hours
Wednesday 25 th December	CLOSED
Thursday 26 th December	CLOSED
Friday 27 th December	Usual opening hours
Monday 30 th December	Usual opening hours
Tuesday 31 st December	Usual opening hours
Wednesday 1 st January	CLOSED
Thursday 2 nd January	Usual opening hours
Friday 3 rd January	Usual opening hours

ON BEHALF OF EVERYONE AT WHITEACRES MEDICAL CENTRE WE WISH YOU A MERRY CHRISTMAS AND A HAPPY NEW YEAR.

