



EASTBURY SURGERY QUARTERLY NEWSLETTER

www.eastburysurgery.nhs.uk

December 2017

Eastbury Surgery will be producing a quarterly newsletter to keep our patients updated on any developments and/or changes in the practice.

The practice has always stressed its objectives of awareness, respect and commitment. The Partners and Staff work together as a team wherein its philosophy is expressed in achieving its objectives.

Our goal is to provide high quality, effective, treatment and advice in safe surroundings and to make the Patient's visit to us as comfortable and productive as possible.

Hillingdon Primary Care Federation Extended Hours Hub

As part of the Sustainability and Transformation by the Government and to meet the demands of patients for appointments, appointments are now available with GPs and nurses available to book for patients outside of the standard GP practice opening hours.

The appointments will be divided between three HUB sites across Hillingdon, and all patients from registered Confederation practices across Hillingdon will have access through their practice to book one if available to them.

From Monday 25th September Eastbury Surgery can use its allocation, if available, to book appointments into the North Hub at Eastcote Health Centre.

The additional appointments will be available at the hubs as detailed below.

Monday – Friday: 6:30pm – 8:00pm

Saturday: 12:00pm – 4:00pm

Sunday: 12:00pm – 4:00pm



Failure to Attend an Appointment

Due to the unacceptable number of patients that do not attend their appointments (DNA), we have recently updated our Policy at the Surgery.

If a patient fails to inform the Practice that they are unable to attend their appointment within a reasonable time frame (i.e. when their slot could have been offered to another patient), this will be recorded as a DNA in their records. This includes appointments which are made online by patients themselves.

If a patient has three DNAs in one year, they may be removed from the Practice list and required to find an alternative Practice. The Practice will however consider any extenuating circumstances.

Late for your Appointment

A common reason for GPs running late is that some patients do not attend on time. Please note you may not be seen if you are more than 10 minutes late for your appointment or you may have to wait until the end of surgery to be seen. This is to ensure we run our appointments on time.

Patient Online Access

Patients are able to book appointments, request prescriptions, view blood test results, immunisations, medications and allergies online.

To obtain your login details, please ask to complete a short form at reception.

ONCE YOU HAVE RECEIVED YOUR PIN NUMBER AND LOGIN DETAILS, PLEASE ACTIVATE YOUR ACCOUNT WITHIN 7 DAYS.

Flu Vaccinations

Please book an appointment for your flu vaccination at reception in person, or by telephone.

Flu vaccination by injection, commonly known as the "flu jab" is available every year on the NHS to protect adults (and some children) at risk of flu and its complications.

Flu can be unpleasant, but if you are otherwise healthy it will usually clear up on its own within a week.

However, flu can be more severe in certain people, such as:

- anyone aged 65 and over
- pregnant women
- children and adults with an underlying health condition (particularly long-term heart or respiratory disease)
- children and adults with weakened immune systems

Anyone in these risk groups is more likely to develop potentially serious complications of flu, such as pneumonia (a lung infection), so it's recommended that they have a flu vaccine every year to protect them.

The flu vaccine is given free on the NHS as an annual injection to:

- adults over the age of 18 at risk of flu (including everyone aged 65 and over)
- children aged six months to two years at risk of flu

Flu nasal spray vaccination

The flu vaccine is routinely given on the NHS as an annual nasal spray to healthy children aged between the ages of 2 - 8 years.



Blood Test Results

Emergency results are looked at on the day by the duty doctor, however routine results take 5 working days.

We would like to remind our patients that it is their responsibility to check their results and to make a face to face appointment/telephone consultation to discuss them with their doctor if they are advised to do so.



Repeat Prescriptions

Patients who are on regular medication do not always need to see a doctor to obtain a repeat prescription. **72 hours; 3 working days' notice is required.**

Currently we request that all patients requesting repeat prescriptions to please bring them in to the surgery so that medications can be synchronised and reviewed by the doctor. This will assist us to enable a smooth transition to a more efficient electronic prescribing in the near future.

- By written and fax request only (Fax number: 01923 840 534). Telephone requests for repeat prescriptions **are not accepted** to avoid errors.
- By a posted written request enclosing a stamped self-addressed envelope, which we will post back to you.

Prescriptions can be collected from Boots, Carters, Loomrose, Ross and Sharmans if indicated on the request.

Please note that those prescription requests that need to be queried with a doctor may take longer.

For urgent prescription requests, patients will be asked to complete a form at reception detailing the reason for urgency



Care Connection Teams

Care Connection Teams (CCTs) look after patients aged 65 years and over, who have been identified by the GPs as needing case management because of their health and social care needs.

For more information on the service please visit:

<https://www.cnwl.nhs.uk/service/care-connection-team/>



H4ALL

H4All provide a free Wellbeing service for Hillingdon residents aged 65 and over that need support to better manage long term health conditions, frailty, social isolation and to bring people into greater contact with their local community.

For more information or to refer to the service please visit:

<http://www.h4all.org.uk/wellbeing-service>



Volunteers at Eastbury Surgery

Eastbury Surgery are looking for patients to volunteer to become involved in health promotion activities and come up with suggestions which can improve the wellbeing of our patient population.

Please leave your details at reception.



Useful Contacts & Links

www.hillingdonccg.nhs.uk

[Hillingdon Borough Social Care](#)

[AgeUK Hillingdon](#)

Patient Information on Antibiotics
[Royal College of General Practitioners](#)

Eastbury Surgery wish all their patients a

Merry
CHRISTMAS AND A HAPPY
New Year

