

thevalleysurgery

Practice Newsletter

Summer 2017 Issue 17

Welcome to the latest issue of The Valley Surgery practice newsletter. We produce an issue on a regular basis to keep you up to date on the latest news from the surgery.

Welcome to our new GP Registrar Dr Femi Ehigiator. Dr Ehigiator will be with us between August and November.

Have you changed your address or other details (e.g. mobile phone number) recently?

If so please can you let Reception know so we can update your record. If you have any upcoming hospital appointments you will need to inform them as well separately as our system will not give them this information automatically.

Our appointments system—how it works:

If you need to be seen **urgently** you will be offered a same day appointment.

For a **routine** appointment with a GP you will be offered an appointment within 72 hours (this may not always be with a specific GP of your choice). These appointments are not released all at the same time, but throughout the day so there is no need to ring first thing in the morning to secure one of these appointments as some will become available later.



DNA—did not attend

Every week, 1 in 30 appointments is not attended by the patient. This equates to 50 doctor's appointments that someone else could have had. The same applies to Nurses and Healthcare Assistants. There are various ways you can cancel:

- ring us
- cancel online
- cancel by text

Flu season 2017

If you are over 65 or have a long term condition such as asthma, diabetes or heart problems you are entitled to a free NHS flu vaccination. Our clinic is Saturday 14th October. Please see Reception to book your appointment. If you book with us it is also an opportunity to check you are up to date with other vaccinations such as Pneumococcal and Shingles.



Do you have a child aged 2, 3 or 4 as at 1st September this year? If so they are also entitled to a free NHS flu vaccination. For this age group the vaccination is in the form of a nasal spray—so no needles! Please see Reception to book an appointment.

New staff

Since the last newsletter we have welcomed several new members of staff. Michelle Stone is our new Healthcare Assistant, Helen and Sarah are our new Receptionists and Sulvinder Samra is our practice-based Pharmacist. Sulvinder can review all your medicines and if you have any questions about them you can make an appointment to see her through Reception.



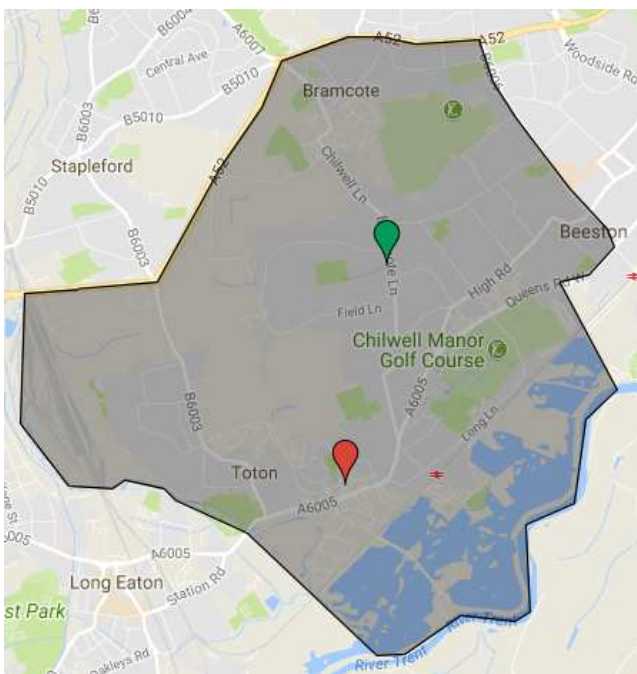
Patient access

Book appointments, order repeat prescriptions and view your medical record

Available on android and iOS

The advertisement features a laptop and two smartphones displaying the Patient Access app interface. The app shows options for booking appointments, ordering repeat prescriptions, and viewing medical records. The background is a solid orange color.

Have you moved house recently? Please let us know if you have moved. If you move out of our catchment area it is important that you re-register with another GP whose area you live in. This is our boundary:



See a long queue at the Reception desk?

Beat the crowd and try our new self check-in screen to the right of the Reception area. It's really quick and easy to use!