**The Medical Centre**





**Autumn Newsletter**



 **Autumn 2014**

**Flu Clinics 2014**

The Surgery is now taking bookings for the annual flu jabs. Are you over 65? Pregnant? A carer? Or have a chronic disease? BOOK yours now! You can also book ONLINE or WALK IN. If you are unsure ask at reception.

**The practice is holding Flu Clinics on the following dates:**

* Sat 27th of Sept: 8am -12 pm
* Thurs 2nd Oct – 1pm to 4pm
* Thurs 9th Oct – 1pm – 4pm
* Sat 11th of Oct: 8 am - 11.30pm
* Thurs 16th Oct – 1pm – 4pm

**Arrive in good time**

If you have an appointment at the surgery, please arrive in good time. If you arrive late, you may have to wait to be seen or asked to come back on another day.

**Change of Contact Details**

It is very important to ensure that all patient details are up to date at all times. If you have recently changed your **name**, **address** or **telephone number**, please make sure you inform the Receptionist so that we can amend your medical records accordingly.

Please remember that if you have been referred to the hospital, you will need to inform them also.

**SMS Reminders**

Never forget another appointment with FREE text reminders. Sign up for FREE appointment reminders by text message. Just check at reception that we have your mobile number and ask to start receiving the text message reminder service!

**Cancellation of Appointments**

Over the last few months, there has been a considerable increase in the number of appointments being cancelled at short notice which we are then unable to offer to other patients.

* Please make every effort to attend all appointments made.
* If you do need to cancel an appointment please give at least 24 hours’ notice if possible.
* Please also remember that if you cancel an appointment it may not be possible to offer you an alternative appointment on the same day.

With your help, we will be able to utilise these valuable lost appointments.

**DNA (did not attend)**

In the last 3 months we have had a total of 609 DNA’s (did not attend) appointments which are shown below:

June – 231

July – 215

August - 163

**Repeated DNA (did not attend) offenders may be removed from the practice list.**

To cancel an appointment please call

**01302 349431**

**Locality i-Nurse**

Congratulations to our Practice Nurse **Shelley Morgan** whois now our Locality i-Nurse. She commences her new role on 1st October; she will be doing home visits ensuring high quality healthcare is delivered to patients in their own home clinic or other setting.



Often people go to A&E or call 999 when they should seek help elsewhere. The Medical Centre wants to help you make the right decision on where to go when you're ill or worried about a loved one.

Think carefully before going straight to the Emergency Department (A&E) and use the most appropriate service for your healthcare needs.



NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

* you need medical help fast but it's not a 999 emergency
* you think you need to go to [A&E](http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/AE.aspx) or need another NHS urgent care service
* you don't know who to call or you don't have a GP to call
* you need health information or reassurance about what to do next

For less urgent health needs, contact

**01302 349431**

**Staff Training Dates**

The Medical Centre is closed for staff training from 12.00 pm on the following dates.

* **Wed 10thSep 2014**
* **Wed 8th Oct 2014**
* **Wed 5th Nov 2014**
* **Wed 12th Nov 2014**

Please remember to collect prescriptions before 12pm.

**To access a doctor in an emergency please telephone:**

**01302 349431**

**Avoiding Unplanned Admissions**

Please note that the Practice is taking part in a National Enhanced Service which aims to be reducing the number of unplanned admissions.

The Practice is in process of sending letters to patients who have been identified as potentially requiring a higher level of care and who may be at risk of a future unplanned admission. The letters will be providing the patient with a named accountable GP and a designated Care Co-ordinator at the Practice, along with an explanation of the additional service.

**Electronic Prescription Service**

The Medical Centre will be going live with EPS on 2nd October 2014. EPS is an NHS Service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from. If you use a regular chemist/pharmacy for your medications your prescription can be sent electronically from the GP surgery to your nominated chemist/pharmacy.

For more information please speak to your pharmacy or ask at reception please.

**Annual Report 2014**

The Medical Centre’s annual report for 2014 is now available in Surgery and on our website.

[www.medicalcentredoncaster.co.uk](http://www.medicalcentredoncaster.co.uk/pages/Annual-Reports)

