

Hilary Cottage Surgery – Patient Participation Group

Newsletter – Spring 2014

Online Appointments

In order to improve patient access to GP services, patients are now able to book a routine, 10 minute, GP appointment on-line via the Hilary Cottage website at www.fairfordsurgery.co.uk There are now over 1000 patients registered for this service. We will be looking to enhance this service in the near future to include being able to book a telephone consultation with a Doctor. **For confidentiality and data protection reasons, proof of identification is required before a user name and password can be issued.**

Shingles Vaccination

A vaccine to prevent shingles, a common, painful skin disease is now available as part of the NHS vaccination programme to certain people in their 70s. The shingles vaccine is currently given as a single injection for anyone **aged 70 or 79***. Unlike the flu, you'll only need to have the vaccination once.

** The first group of patients to be offered this vaccine are those aged 70 or 79 on 1st September 2013. If you were aged 70 or 79 on 1st September 2013 but become 71 or 80 before attending for vaccination, you will still be able to have the shingles vaccine.*

We urge patients in this group to attend for vaccination before the deadline of **31st August 2014**, when the next stage of the vaccination programme will begin and a different group of patients will be eligible. Please call reception to book for your injection now.

Asthma Reviews

If you have had treatment for asthma in the past 3 years, you are recalled annually for review by one of the asthma nurses. Even if you are well, it is important to attend to review your inhaler treatment.

The aim of asthma management is to give you the lowest dose of treatment possible to keep you symptom free. Often inhaler doses are increased but treatment never stepped down. There are regular advances in asthma management and improved inhaler treatment always available, so please do attend for your review. There is a late evening clinic on alternate Wednesdays until 8pm, for health promotion including asthma management.

Diabetic Eye Screening – Venue: Fairford Hospital – 9th to 26th June 2014

Diabetic eye screening is important as it helps to prevent sight loss. Those patients with diabetes will be invited to attend screening which is scheduled for **9th to 26th June 2014** at Fairford Hospital. Eligible patients will receive a letter week commencing 28th April 2014 on

how to book their appointment. The screening is organised and run by the Gloucestershire Diabetic Eye Screening Service at Gloucestershire Royal Hospital and not the practice or Fairford Hospital.

Travel Vaccinations

Please ensure you book a travel appointment early with the Practice Nurse if you are intending to travel abroad this summer. You will need to complete a travel questionnaire which is available via our website www.fairfordsurgery.co.uk or from Reception before an appointment can be made.

Other News:

Answers to questions we are regularly asked by patients:

Why is the car park busy? – This is an ongoing issue mirrored by many GP practices across the country. We have agreement with the local bowling club which enables Hilary Cottage staff to use their car park as much as possible. Staff who live locally are also encouraged to walk whenever possible.

Why are my results not available until after 2pm? – Due to the volume of telephone calls received by Reception during the morning, results are not available until after 2pm, when they can be given full attention by the Receptionists.

Why do I sometimes not get all the repeat medication I request? - This may be because the doctor has not authorised some items as a repeat for some reason which could include: you have not had your medication for some time; your medication requires a review before issuing further prescriptions; a hospital discharge letter has not arrived indicating any changes made by a consultant or it has been removed as a repeat. As a general rule if it is not on your latest green repeat slip or showing on your online medication page then it is probably not set up as a repeat. We would remind all our patients that we require 2 working days to process all repeat prescriptions and for patient safety we will not over prescribe by issuing items a long time before they are needed. We also do not accept repeat medication requests over the phone.