

EVERSLEY MEDICAL CENTRE

SUMMER 2014

www.eversleymedicalcentre.co.uk

NEW STAFF

We are very happy that Health Care Assistant Samantha Benjamin has re-joined the nursing team. In addition to running her own clinics Sam will be working with our Diabetes specialists.

We also have some new faces in Reception with Lydia, Natalie and Shola all joining the Surgery in the last few months. We now have more receptionists than ever on duty to help you.

APPOINTMENT SYSTEM CHANGES

In February and March this year we carried out a patient survey and, whilst many people loved same-day only appointments, many others felt strongly about being able to book ahead as well.

So, in response to these requests we now have a limited number of appointments available to book up to four weeks in advance with the GP of your choice. Just call recep-

tion to see what is available.

If you still cannot get an appointment at a time that suits you, ask reception to book a telephone consultation with your GP of choice. Your GP will then call you and either deal with the problem over the phone or arrange a suitable time for you to come to surgery. If your GP is not in surgery you may need to wait until they return.

Reception will let you know if this is the case.

If you need an appointment more urgently, please call as early as you can. You will be given any available appointment that day or offered a telephone consultation with a GP. The GP can either deal with the problem over the phone or arrange for you to come to surgery.



Advance bookings are available again!

Have you heard about EPS?

Electronic Prescription Service (EPS) is a fairly new NHS service and allows many repeat prescription items to be sent directly to your chosen pharmacy for you to collect. The pharmacy can be close to your home, or to your workplace, or anywhere you wish. Ask for more details if you are interested in using EPS.

NHS BREAST SCREENING PROGRAMME

If you are female and over 50 you will be invited to attend for breast screening.

Breast screening can help find small changes in the breast before there are any other signs or symptoms of cancer. If these changes are found at an early stage there is a very good chance of a successful recovery.

This is a rolling programme and calls women from doctors' surgeries in turn. Our eligible patients are due for screening in **August and September** this year and you should receive a letter in the post.

If the appointment time or location is not convenient you can contact them to

reschedule. You can find more information at swlbreastscreening.co.uk

If you notice any change in your breast or have any symptoms, you should not wait for the screening and should make an appointment to see a GP.

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CHANGES? LET US KNOW...AND WE'LL DO THE SAME

Check your prescriptions!

Sometimes we need to let you know something and there are many ways we do this. We put notices in surgery and on our website; sometimes we send a letter; recently we have also added short tailor-made messages to repeat prescriptions. Please make sure you check your prescription counterfoil (the white half) each time to see if we have sent you a message.

Do we have your correct details?

If you move home or change your phone or mobile numbers, be sure to let us know. If you are being referred for further care, or having some tests, or we need to rearrange your appointment, we may need to call or write to you. In the future we may/will be texting appointment reminders too or inviting you for routine checks and screenings so it makes sense to keep us up to date

with any changes. You can fill out the forms in reception or on our website.

If you are over 75 or have certain medical conditions you will now have a named, accountable and responsible GP. You will be informed either when you have come for an appointment, or by letter, or a note on your prescription. If you are unsure, please speak to reception and they will be happy to help.



Make sure we have your correct details and we can keep you informed...

Patient Participation Group

This is your surgery, and joining the PPG is a way to get involved. Numbers are growing but we would still like more people to join. You can sign up in Reception or via our website.

LIVING WITH DIABETES?

Living with diabetes? New service you need to know about:

- You need to see us once each year and have a blood test twice a year
- Dedicated diabetes clinic every Thursday morning and evening
- Learning sessions for people on insulin

If your diabetes is not well controlled, you may eventually suffer from serious and ongoing problems like worsening eyesight, kidney problems, foot ulcers and erectile dysfunction.

So it is obviously most important we work together to control your diabetes, and we've

taken the step to start a clinic just for controlling your blood sugar.

For more information and to arrange your next blood test and appointment please ask a receptionist for further information.



when it's less urgent than 999

DO YOU NEED MEDICAL HELP FAST?

If you need help quickly but it's not a life-threatening situation, you should call 111.

For example if you think you might need to go to hospital or you don't know who to call for medical assistance, ring 111. Calls are free from UK land lines and mobiles.

Trained advisors will give you advice and direct you to the best place to help. They can call an ambulance if needed or an out-of-hours GP.

When surgery is closed in the evening, or for the weekend or national holidays you should also ring 111 for advice.

999 Accident and Emergency departments are for critical or life-threatening situations.