



Hillingdon Health Centre

NEWSLETTER

AUTUMN 2019

FLU SEASON IS HERE!

The vaccines will soon be with us and we will be trying to immunise as many of you “at risk” patients as possible from the end of September / beginning of October.

Please make your appointment at Reception from mid-September.

Who is at “risk”?

Anybody over the age of 65 is strongly recommended to have the jab, regardless of their state of health, we know many of our senior patients are very fit and well – we would like you to stay that way.

We strongly recommend that patients suffering from any of the following conditions also take the added protection a flu jab will offer;

Asthma

Diabetes

Ischaemic Heart Disease

Chronic Obstructive Pulmonary Disease

Previous history of Strokes

ZERO TOLERANCE POLICY

There have been a growing number of incidents of verbal abuse aimed at the staff recently. We would like to remind you that this practice has a Zero Tolerance Policy – this means no abuse of any sort will be allowed. The staff are doing their best to help you within the guidelines laid down by the Doctors but it may not always be possible to offer you the appointment/doctor requested. We are most fortunate that these incidents are confined to an extremely small minority, most of our patients are a pleasure to deal with, but we will not tolerate any abuse to any member of the team.

Please be aware, that we value each and every member of our team, and that personal abuse directed at any of the staff or medical team will not be accepted. Zero Tolerance means no instances of abuse are acceptable.

APPOINTMENTS / DNA's

(Did Not Attend)

We are noticing more and more patients arriving late for their appointments and expecting to be seen. Unfortunately, this cannot always happen. Also a great many of DNA's – where patients are not cancelling / turning up for their appointments when other patients could be seen in these appointment slots.

Please note that if any patient is 10 minutes or more late for an appointment (with no phone call advising of lateness) then another appointment will have to be booked.

Please do not ask the Reception Staff to ask the Doctor if they will see you if you are late – we must now follow the above guidelines.

Arriving late to appointments by some patients is not fair on the patients who do arrive in good time.

Always try and arrive 10 minutes early – giving you that extra time just in case you are delayed!

TEXT MESSAGING

We now have a new way of contacting patients, via text message, AccuRx. Doctors and staff will be using this method of contact in the future to notify you.

Text messaging is provided for reminders for your appointments, on mobile phones, **so please keep us updated with your current number.**

ONLINE ACCESS

Please enquire at Reception about signing up for the Online Access. This enables you to book appointments and request prescriptions and access to your medical records can be agreed on request.

BANK HOLIDAYS/SURGERY CLOSURES

Christmas Day (Wed) 25 December 2019

Boxing Day (Thurs) 26 December 2019

New Year's Day (Wed) 1 January 2020

Please bear in mind the Bank Holiday dates – request repeat prescriptions in good time for collection.

STAFF UPDATE

Louise Cooney one of our Reception staff had a healthy, beautiful baby boy on 5 August. We wish them both well.

MINOR ILLNESSES

Please check our website for information on minor illnesses, which include Hayfever and also the schedule for Immunisations and the Rotavirus vaccine. **Or ask your local Pharmacist for general advice.**

BLOOD TEST REQUESTS

We have a Phlebotomist (blood test requests), employed by the Hospital on **Wednesday's**. Correct forms will need to be given to the Phlebotomist before any bloods can be taken. If you are unsure please **ring the Surgery first** to assess a clinical need for the blood test.

VIRTUAL PATIENT PARTICIPATION GROUP

The PPG is now to be via email to discuss practical suggestions to improve our services. Please see our Website or ask at Reception.

EMERGENCY APPOINTMENTS

These Emergency Appointments are for patients who have become unwell in the past 24 hours and feel that their symptoms cannot wait to be seen by a Doctor on another day.

Please note that any call back requests from a doctor or a nurse will only be done at the end of the Surgery if required.

FOREIGN TRAVEL

Please note that you will need to think about holiday vaccinations 6 – 8 weeks before you travel. Some vaccines need to be given with time in between other vaccines if required – always a good idea to check this with the Nurse / Receptionist first.

Also, some vaccinations and all malaria medication for foreign travel will be chargeable. This means that we will no longer be able to offer all travel vaccinations free of charge and that malaria medication will need to be on private prescription but routine vaccinations, such as tetanus, polio and children's vaccinations are still free of charge. Further information can be found on the Website.

Any insurance claim forms for patients received whilst abroad – it is the duty of the patient to pay for these.

CONTRACEPTION IMPLANTS

Dr Sureena Bhattacharya can do this procedure but please book a consultation first to discuss this with her.

WEBSITE

Our Website has now been upgraded with added security. Changes are made constantly on the website so do keep visiting it.

IMMUNISATIONS – UNDER 4'S

Please remember to bring your child's Red Book with you for these appointments.

OUT OF HOURS SERVICE

Please be aware that there is a cost to this service and wherever possible the Doctor would prefer to see you in Surgery, but obviously in cases of a true emergency to use the Out of Hours Service.

THE HUB/EXTENDED HOURS

There are out of hour appointments available at our Practice during weekday evenings. Appointments at the HUB, Uxbridge Health Centre and Eastcote Health Centre on Saturday's and Sunday's by appointment only which can be booked through your GP Surgery – please enquire at the Surgery.

PRIVACY NOTICE

We understand how important it is to keep your personal information safe and secure and we take this very seriously. We have taken steps to make sure your personal information is looked after in the best possible way and we review this regularly.

AND FINALLY

PRESCRIPTIONS

Please remember that repeat prescriptions take **two working days**. This practice currently issues about 200 prescriptions per day. Each is checked on screen, review dates noted and flagged, printed, checked again against the written request and then passed to a Doctor to be checked and signed. On very busy days the Doctors do not always have the time to complete their checks of all the prescriptions printed that day so they complete them the next day. It is essential that we do not become slack in our checking and cross checking of these medications. So, a prescription put through the letterbox on Friday night will **not** be ready for collection on Monday morning. May we remind you that you can fax your requests on 01895 252471 or send them via our Website. **WE CANNOT TAKE REQUESTS OVER THE PHONE.** Please also make it clear on where you want your prescription to be picked up from.

If you change the pick-up destination of your prescription, please advise the Chemist beforehand.

