

CHURCH VIEW SURGERY & THE JONES FAMILY PRACTICE

Fasting Blood Tests

When fasting for a blood test, it is vital that you continue to drink plenty of water and take your medication (unless otherwise advised).

Zero Tolerance

A polite reminder to our patients that our surgery maintains a zero tolerance policy towards abusive and potentially offensive behaviour including verbal and physical. Any such behaviour will result in the patient being removed from surgery records. Thank you for your cooperation.

NHS Choices

If you have experienced a good service, we would appreciate it if you could go onto the NHS Choices website and leave us a positive review.

Staffing Update

We would like to welcome Avis, Michelle and Angela to our reception team.

Mobile Numbers

Please could you give your mobile telephone number and email address to our receptionist so that we can update your records. We are then able to send you text confirmation of your appointments at no cost to you

Prescriptions Update

The Medicines Management Team from our local Clinical Commissioning Group have recently carried out an audit on prescriptions issued and have installed a system called Script Switch which updates prescription requests with cost effective alternatives.

You may notice a change in the name of your brand of medication. This does not mean that the medication is different; it is simply supplied by a different manufacturer.

We are now able to send prescriptions for most medications electronically to your chosen pharmacy. This can save you time having to come to the practice to collect your prescription.

Facilities Update

A friendly reminder to our patients not to place any waste such as sanitary products or nappies down the toilets as these are causing regular blockages. This is both inconvenient for patients and is also expensive for us to repair. Please place the above mentioned items in the bins provided.

Please see the board in reception for information on summer health and wellbeing.

Travel Vaccines

Please remember to allow enough time for your travel vaccines. You cannot just book an appointment for them you need to complete a travel vaccine form which you can collect from reception. Once this has been checked by the nurse, you will be contacted to advise which vaccines you require and then can book your appointment.

The combination vaccine for Hepatitis A&B is no longer available on the NHS and will need to be paid for privately

at the surgery. Some travel vaccines are ordered on a private prescription and these incur a charge over and above the normal prescription charge. This is because not all travel vaccinations are included in the services provided by the NHS.

Unfortunately there is a current nationwide shortage of stock in the UK for travel vaccinations available within the NHS. At present there are no ADULT doses of Hepatitis A available and Hepatitis A in combination with typhoid is also unavailable. Paediatric Hepatitis A is available.

Anyone requiring these vaccinations need to contact travel clinics in the area to see if they have any available.

Hepatitis B in combination with Hepatitis A is available but no longer free of charge within the NHS. The cost is £50 per vaccination (usual schedule is a total of 4 vaccinations).

We do currently have stock of Typhoid vaccinations however the stock may soon be exhausted and if so patients will be directed to the local travel clinics for this also.

There is no shortage of Tetanus.

Flu Clinics 2017

This year's flu clinics will be held at both sites on the following dates...

Saturday 30th September 2017	8.15am -1.45pm
Saturday 7th October 2017	8.15am -1.45pm
Saturday 14th October 2017	8.15am -1.45pm

Patients over 65 are eligible for the vaccine. If you are under 65 and eligible, you will be contacted by the surgery nearer the time.

Appointments

If you are unable to attend a pre-booked appointment, please contact the surgery to cancel as appointments are in great demand and can be offered to another patient. Unfortunately patients who arrive late for any appointment will need to rebook.

This year we have already had 310 missed appointments. These could have been offered to patients who had been unable to obtain an appointment when needed.

Our appointment slots are only 10 minutes long and for one problem only. If you have more than one issue to discuss with the doctor and feel your appointment will take longer please advise the receptionist at time of booking and they may be able to extend your appointment time. This avoids the doctor running over the allocated time and causing a delay in following appointments.

For online appointments and repeat prescription requests please see our website (below) to request a username and password. Please be aware that repeat requests take 48 hours to complete, please collect your prescription after 2pm, 48 hours after your request was submitted.