

# Surgery Newsletter

## Flu Clinics

Our Flu Clinics start in October! If you are aged over 65 years of age or are in an 'At Risk' please book your appointment now. These are available on Wednesdays and Fridays and on Saturday 12th October and 9th November.

If you receive an invitation for a flu vaccine but wish to decline please let us know so that we can record this in your medical records.

All children aged 2 to 3 years of age will also be offered flu vaccination through a nasal spray.

## Shingles vaccination

The Shingles vaccine will be offered to patients aged 70 and 79 years of age only. This is per Government guidelines and patients aged between these ages will be invited over the next few years. The vaccine is not effective for people aged 80 and above and therefore is not offered to these patients.

## Repeat Prescription Requests

Please be aware that repeat prescription requests take **2 full working days** to process. This allows for them to be printed, re-authorized when necessary, signed by the GPs and filed. Please allow at least this time before attempting to collect your prescription, as looking for these, before they are filed ready for collection, takes up valuable processing time.

If your prescription is collected by a chemist extra time needs to be allowed for them to collect and process it, ready for you to collect your medication. Please therefore allow an extra day or two for this service.

Urgent request for repeat prescriptions cause a delay in the day to day processing—PLEASE ensure you order your requests BEFORE it becomes URGENT.



## Useful Information

Surgery Telephone No:

01329 232446

Out of Hours Service Telephone No:

Dial 111 (NHS 111 Service)

Surgery Opening Hours:

8.00am to 6.00pm

Telephones manned until 6.30pm

Surgery Fax No:

01329 282624

Email Address for Prescriptions:

FGCCG.BridgemaryMedicalCentre-  
Reception@nhs.net

Surgery Website:

[www.bridgemarymedicalcentre.co.uk](http://www.bridgemarymedicalcentre.co.uk)



## Appointments

Appointments can now be booked up to 4 weeks in advance.

**Early, late and Saturday morning clinics** are available for patients that work—these can also be booked on-line (see below)

## Missed Appointments

In August 68 GP appointments and 54 Nurse appointments were missed—that's an average number of 30 missed appointments per week

If you cannot attend, or no longer need a booked appointment **please let us know** by telephone or email. We can then offer it to another patient.

## Urgent Appointments

If you feel you cannot wait for a routine appointment you will be offered an

**On Day 'Urgent'** Appointment with the Duty GP.

These are 5 minute slots offered for **urgent** issues only, not for ongoing problems. Please ring as early as possible for urgent issues.



## Emergencies

If you have a **life threatening emergency** the appropriate action is to dial 999 or go to the nearest A&E Department

For other urgent medical problems call the surgery. If it is outside the surgery's opening hours you can dial 111

(NHS 111).

**Please use 999 and A&E Services for serious problems only that cannot be dealt with by General Practice**

The Surgery will be closed

from 12.30 to 1.30pm

on the

2nd Wednesday of each month

for Staff Training/Meetings.

If you require **URGENT** Medical

attention during this time,

please phone the surgery telephone

number 01329 232446.



## Sharing of Patient Information

NHS England share patient information, in a secure system, in order to plan and improve services for patients. They plan to link information from GPs, hospitals and community services to enable them to compare care received in one area against another.

Information such as your postcode and NHS Number, but not your name, will be used in order to protect your identity. Shared information is controlled by law and strict rules are in place to protect your privacy.

You have a choice and the right to prevent confidential information about you from being shared or used, other than providing your care, except in special circumstances (eg if there is a public health emergency). Op-out forms are available at Reception. Leaflet will be available in the surgery soon.

Further information is available at [www.nhs.uk/caredata](http://www.nhs.uk/caredata) and [www.hscic.gov.uk](http://www.hscic.gov.uk).

## On-line Services

Did you know you can book appointments and order your repeat prescriptions on-line via our website? Please email [FGCCG.BridgemaryMedicalCentre-Reception@nhs.net](mailto:FGCCG.BridgemaryMedicalCentre-Reception@nhs.net) to request to register for this service. We will then send you login details.