



Over Surgery News

FLU Vaccination - REMINDER

The influenza vaccination is offered to all those aged 65 and over and those considered in an 'at risk' group, including carers. If you are unsure whether you are eligible please ask at reception.

Please phone the surgery to book an appointment

When to use your local pharmacy...

All common conditions can be treated with a medication that is available to buy over the counter from Over pharmacy, such as:

coughs, colds, sore throats, hayfever, allergies, skin rashes, upset stomach, diarrhoea, constipation, colic, piles, headache/migraine, toothache, eczema, threadworm, lice, scabies, athletes foot, cold sores, ringworm, fungal nail infections, conjunctivitis

Antibiotics do not work against infections such as coughs and colds caused by viruses. Viral infections are much more common than bacterial infections.

Ordering prescriptions over the Christmas/New Year period

Please can we ask that you order your repeat prescriptions in good time before and during the Christmas/New Year period, to allow us plenty of time to order stock in and process the request.

Please do not order double amounts unless you are going away.

The pharmacy will be closed on the following days:

<i>Christmas Day</i>	-	<i>Friday</i>	<i>25th December 2015</i>
<i>Bank holiday</i>	-	<i>Monday</i>	<i>28th December 2015</i>
<i>New Years day</i>	-	<i>Friday</i>	<i>1st January 2016</i>

Patient Group

We would like to encourage our patients to join the surgery patient group.

We hold meetings for about an hour 4 times a year to discuss the surgery, look at services and discuss improvements. These are attended by the patients, Lorna Gardiner (Practice Manager), Dr Gillard and a practice nurse.

Please let reception know if you would be interested in joining us we would love to hear from you.

Appointments

We are aware that appointment availability is sometimes difficult; we have not reduced the amount of appointments offered but patient demand is increasing along with more

complex medical needs. Regrettably due to financial pressures and reduced funding we are not in a position to increase the appointments as this time.

In order to help we would like to advise you how the system works. We have the following appointment categories:

Routine appointments (non urgent)-

Pre-bookable - these appointments are on the system up to 2-3 months in a advance and can be booked as soon as they are released.

Embargoed - these appointments are held and released 3-4 days beforehand.

Telephone - A telephone call can be booked with a GP for matters that can be dealt with without an appointment.

Urgent appointments-

Same day- these appointments will only be given on the day to patients that have a medical reason to be seen urgently

On the day telephone-

If all appointments have been filled for the day then a GP will telephone the patient to assess the urgency and will ask the patient to attend the surgery if required.

NOTE: If you are registered for 'On-line appointment booking' then you will be able to book the 'embargoed slots as soon as they are released.

If you would like to register for 'On-line' services then please bring two forms of ID, one with a photo and one with your address on, such as a recent bill, and request registration at reception.

Staff Update

GP: We are very pleased to introduce Dr Craig Needs who has joined us as a regular GP and also brings with him some valuable IT skills!

Students: We were delighted that Alice who is a local girl came back to the surgery to carry out her GP attachment and has now gone onto the Imperial College.

We have 1st and 4th year student doctors who are learning to consult and examine patients. We also have final year student doctors who are learning to make diagnosis and manage patient cases.

We would like to take this opportunity of thanking our patients for their help in talking to the students who learn enormously from the interaction.

We are sorry to say goodbye to Dr Kate Lowery who has now left for maternity leave.

Surgery Closure afternoon

Please note that the surgery will be closed on:

Thursday 26th November between 1pm – 6pm

Should you require medical assistance during this time that cannot wait until the surgery re-opens please call the:

Out of Hours Service on '111'