

Welcome to our first surgery newsletter!

We aim to produce two or three newsletters a year to keep you up to date with our services and any changes within the practice. Our newsletters will also be available on our website: www.hamiltonpractice.nhs.uk. We welcome suggestions from you for future newsletter topics and you can submit these via the website or at reception.

How do you make an appointment?

You can telephone the number above between 8am - 6.30pm Monday - Friday, or by coming to the surgery in person between 8am - 6pm Monday - Friday.

- **Pre-bookable** – you can book in advance with doctors and nurses. To ease pressure on the telephone lines, please ring after 11:00 am for these appointments.
- **Book the day before** – there are some appointments available with the doctors and nurse practitioners available by 'phoning from 8am the day before.
- **URGENT/Book on the day** – these 5 minute & 1 problem only appointments can be booked from 8am onwards on the day.
- **Cancellations** – please try to give 24 hours notice if you need to cancel an appointment so that it can be made available to someone else. You can cancel an appointment via the website.
- **Missed appointments (DNA's)** – DNA's cost the NHS time and money. Up to 80 patients fail to cancel their appointments each month! This means that everyone has to wait longer.

Please let us know if you have changed your mobile or home phone number

We are very proud to announce:

That we have recently been approved as a GP training surgery. On the 3rd of August, we welcomed **Dr.Ahmed Dahir**

as a GP Registrar for eighteen months. He has been working at Princess Alexandra Hospital; he will be working closely with Dr. Mohsin.



SEASONAL FLU VACCINATIONS

October sees the start of our annual flu campaign and if you are in one of the 'at risk' groups you will be eligible for a free flu vaccine. The PCT will not be sending out reminders this year, please ask at reception if you think you should have one. Risk groups include:

- Patients aged 65 and over
- Chronic respiratory disease and those with asthma on regular steroid inhalers or frequent short course of oral steroids
- Heart Disease
- Kidney Disease
- Chronic Liver Disease
- Chronic Neurological Disease
- Diabetes
- Immunosuppression
- Pregnant women
- Some Carers

FLU CLINICS

Tuesday 4th October 2011

9.30am-12.45pm or 2pm-4pm

Tuesday 11th October 2011

9.30am-12.45pm or 2pm-4pm

NO appointment is required for the above clinics.

VIDEO CONSULTATIONS

Many of you will be aware that we sometimes ask your permission to video your consultations as part of the doctors' educational programmes. This gives us an invaluable opportunity to see how we work as well as helping our new Registrar with communication and consultation skills, and we are very grateful for your co-operation.

TRAVEL CLINICS

If you are planning to travel abroad and think you require vaccinations, please complete a **travel risk assessment form**, which is available from reception or to download from our website and please book an appointment with the nurses in good time, at least eight weeks before you travel.

Information about vaccinations required can be found on

www.fitfortravel.scot.nhs.uk



DRUG CHANGES

Patients will be aware that we are under constant pressure to ensure that our prescribing costs are within the budget allocated to us and that many drugs are expensive because they are a 'brand name' and can be prescribed more cost-effectively as a 'generic name'. West Essex PCT guides us with information based on up to date evidence about these various medications and we would like to reassure our patients that decisions to change medications is only taken after careful consideration and there is always opportunity for you to discuss any worries or concerns you may have with your GP.



NHS HEALTH CHECKS

We have recently introduced NHS Health Checks. The aim of these is to help lower your risk of four common, but often preventable diseases: heart disease, stroke, diabetes and kidney disease. They are for adults in England aged between 40 and 74 who have not already been diagnosed with any of those four diseases, and will be offered once every five years. We have started writing to eligible patients to invite them to make an appointment so that we can assess your risk and offer you personalised advice and support to lower that risk and on maintaining a healthy lifestyle. The check will take around 20-30 minutes.

