

# The Glenlyn Medical Centre

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

## NEWSLETTER

Issue. Autumn 2014

### GLENLYN WEBSITE

The website provides all the information about the practice - [www.glenlynmedicalcentre.co.uk](http://www.glenlynmedicalcentre.co.uk)

If you register for **Patient Access** you can also:

- **book appointments** (you will see exactly the same availability as phoning the surgery)
- order your **repeat prescriptions**
- **View your Medical Record \*\*NEW\*\***

### **Viewing Medical Record Online**

We are pleased to introduce this new function. You can take more control over your health by viewing everything your clinicians can see:

- Diagnoses
- Medications
- Allergies
- Test Results (with graphs)
- Consultation Notes
- Letters

We think this will be very positive for some people.

There are also useful links to patient information pages relevant to your conditions.

You need to inform us in writing if you would like this function switched on. You will need to keep your log in details safe to protect access to your records.

Please consider our already limited availability before contacting us just to ask us to "translate" technical terms and explain older entries. We can cover queries at your next routine appointment.

### FLU SEASON IS HERE

If you are otherwise fit and healthy, there is usually **no need to see a doctor** if you have flu-like symptoms.

The best remedies:

- rest at home, keep warm and drink plenty of water to avoid [dehydration](#).
- take [paracetamol](#) or [ibuprofen](#) to lower a high temperature and relieve aches.
- cough medicine like codeine linctus is available over the counter at the chemist.

You should see a doctor if you have flu-like symptoms and you:

- are aged 65 or over
- are pregnant
- have a long-term medical condition such as diabetes, heart disease, lung disease, kidney disease or a neurological disease
- have a weakened immune system

This is because flu can be more serious for you, and your doctor may want to prescribe antiviral medication

### THE FLU VACCINE

A flu vaccine is available free on the NHS for:

- anyone over the age of 65
- pregnant women
- children and adults with an underlying health condition (particularly long-term heart or respiratory disease)
- children and adults with weakened immune systems

The flu vaccine is also given as an annual nasal spray to:

- children aged two to 18 years at risk of flu
- healthy children aged two, three and four years old

## **PHARMACISTS**

### **What can a Pharmacist do for You?**

They can give you expert advice on medicines, as well as many common conditions, without an appointment and sometimes outside usual hours.

They are often worth visiting before you go to see your local doctor and can help you decide whether you really need to see your GP.

### **Your pharmacist may be able to help you with:**

- eye infections, stomach upsets, skin conditions, allergies, aches and pains
- common drugs, vitamins and minor first-aid
- healthy eating and living, including giving up smoking
- blood pressure and diabetes monitoring and needle exchange, truss fittings, stoma products and incontinence supplies
- women's health, including treatment for thrush, emergency contraception and pregnancy testing
- children's problems, including nappy rash, teething, coughs and colds
- all prescribed and over the counter meds

## **NEW PHONE SYSTEM**

We apologise for the collapse of our phone system in August that took quite some time to fix.

We are going to install a new more robust system in the next few months. It will also have better functionality for a hopefully improved experience.

## **MOBILE PHONES**

We are increasingly making use of text messaging to contact you for:

- Appointments
- Test Results
- Important invitations and notifications

**Please give us up-to-date mobile numbers.**

### **Useful contact no's:**

<b>Glenlyn Medical Centre</b>	<b>Tel: 0208 979 3253</b>
<b>Out of hours</b>	<b>Tel: 111</b>
<b>Pharmacy</b>	<b>Tel: 0208 224 0300</b>

## **SUMMARY CARE RECORD (SCR)**

We are contractually required to start uploading a summary of your Medical Notes to the National Spine, a national shared IT network for the NHS, on a daily basis.

The intention is that in the event you need urgent care in A+E or Hospital then doctors there can access your diagnoses, medications, results and allergies. This is especially useful if you cannot speak for yourself or cannot remember.

**IMPORTANT** – You are automatically “opted-in” for this.

Some people have already “opted-out” as they have concerns about data security and confidentiality.

Please visit: [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk)

**You will need to inform us in writing if you wish to opt-out.**

## **NAMED DOCTOR FOR OVER 75YR OLDS**

In an effort to improve continuity of care, we are pleased to announce that all over 75yr olds will have a named doctor.

While we will make every effort to accommodate you with your named doctor as often as possible, they may be fully booked or unavailable at times.

## **ADVANCED ACCESS SCHEME**

We are pleased to announce that we will be introducing an improved system for same-day contact with the GPs for patients who are at high risk of hospital attendances.

These patients have already been notified by letter, phone call, or in person, and will be able to speak to a GP the same day if feeling unwell.

Their notes are flagged and receptionists will know who they are when they phone in.

We have also been reviewing these patients' notes to improve their care and plan for problems over the coming winter and reduce hospital attendances.

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