May- July 2017

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 **NEW patient messaging service**

**We have set up a new messaging service.**

**This will be used to confirm, remind and sometimes cancel appointments.**

**It is simple and easy to use, however please DO NOT free text anything back other than the response it asks for eg Cancel, these cannot be followed up on.**

**Greenside Surgery Website**

**www.greensidesurgeryrotherham.co.uk**

**PATIENT ONLINE SERVICES**

This practice currently offers patients’ facilities to:

Request repeat medications, book, cancel and view appointments and also view detailed coded record, including any sensitivities, allergies, list repeat prescriptions or medications

**Thursday-Education & training days**

**Closed from 12 Noon**

**Thursday 15th June**

**Thursday 13th July**

**Repeat Prescriptions**

The way in which you can order your prescriptions is changing. As from the 1st April you will no longer be able to order your repeat prescriptions through your local pharmacy.

**The best way to order your prescription is online.**

**If you have access to a computer, Tablet or smart phone its simple, please see Receptionist to set yourself up.**

**If you don’t then please use the following**

**• Drop it in at the surgery 8am-6pm**

**• Post**

**Unfortunately we cannot take your prescription order over the telephone**

**Repeat Prescription will take 48hrs to process**

**Appointments and Open Access and DNA’s (Did Not Attend)**

If you need to see a Dr for a **Medication Review or a routine follow up**, please make an appointment, Open Access is for acute problems.

We are still having an increasing amount of DNA appointments with both GP’s and Nurses. This is having an effect on what appointments we can offer. **PLEASE** if you cannot attend contact the surgery to cancel.

**Shingles**

If you were born between 2nd September 1942 and 1st September 1945, you are eligible for the vaccination against Shingles.

If you were also born between 2nd September 1935 and 1st September 1937

You are also eligible for this vaccination,

Please see Receptionist for detail

**Pneumonia**

If you are aged 65 or over, or have a Chronic Disease, we are offering a vaccination against pneumonia, please see Receptionist for details.

**Parking**

It is becoming increasingly difficult to park outside the surgery, due to the sheer volume of traffic and cars double parking. We have had numerous complaints from residents, and also from the emergency services trying to gain access. Please be mindful, when parking

 **Patient Participation Group**

Our meetings are Quarterly and the next one is **Thursday 17th August**

New members are welcome. If you would like to join or ask any advice from our members, please ask at reception or email;

www.greensidesurgeryrotherham.co.uk/

**Carers**

Are you looking after someone who without you would struggle?

Come to our Carers information drop in

2nd Thursday of the Month

9.30-11.30

Greenside Surgery

Help including:

Emotional support, practical support, information on benefits and services, local and national sources of help.

 Let the practice know your basic details and your medical records can be updated.