Dec-Feb 2016

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**Greenside Surgery Website**

**http://www.greensidegpsurgery.co.uk/**

**PATIENT ONLINE SERVICES**

This practice currently offers patients’ facilities to:

Book, View, Cancel and print appointments online.

Plus view online and print any sensitivities, allergies, adverse reactions and list all your repeat prescriptions or medicines

**Thursday-Education & training days**

**Closed from 12 noon**

Thursday 10th December

Thursday 14th January

Thursday 11th February

**Christmas and New Year Closure**

Fri 25th December CLOSED

Monday 28th December CLOSED

Fri 1st January 2016 CLOSED

All other days we are open as usual

**Repeat Prescriptions**

**We are no longer taking Repeat prescription requests over the telephone**

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

Please use the following services:

* **Via your local pharmacy**
* **On line Prescriptions (through our website) ask at reception for details**
* **Drop it in at the surgery 8am-6pm**
* **Post**

This is due to the fact that it is getting increasingly difficult for patients to get through and speak to a Dr or Nurse if they are ill.

**Appointments and Open Access and DNA’s**

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.

**Patient Participation Group**

Our meetings are Quarterly and the next one is Thursday 11th February 2016

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

[Greensidesurgery.participation@gp-c87020.nhs.uk](mailto:Greensidesurgery.participation@gp-c87020.nhs.uk)

**Pneumonia**

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

**FLU SEASON**

If you are aged 65 and over, suffer with a Chronic Disease, are a Carer or Pregnant.

You can have a Flu vaccination

Please see our Receptionist for details.

**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 details.

**FRESHERS MENINGITIS VACCINATION**

We are offering all young people who will be attending University and who are aged between 19 and 25 years of age a Meningitis vaccination. Please see receptionist for details

**NEW BABY VACCINATION**

All babies born after 1st July 2015 will now be offered a new meningitis vaccination as well as their usual vaccinations, they will be called for to attend surgery through Child Health call up programme.

**NHS FRIENDS AND FAMILY TEST**

Our practice will be running a patient survey. This will enable patients to provide feedback on their experiences at this surgery. It will be a simple survey with a standard question and a follow on question.

**Patient Feedback**

We often receive feedback through our website/patient choices and FFT surveys

Here are a few comments

*I’ve been a patient for over 25yrs all the staff are professional in the work they do. I’ve never had a problem getting to see a Dr, if I wake up not well or something’s worrying me I can see a Dr that morning as we are still one of the practices that has open surgery every morning which I value.*

*Posted on website 12.11.15*

*I’ve never had a bad experience whilst visiting my Gp. Also I like that there is a walk in service in a morning and sometimes it is not possible for me to wait til an appointment is available. All staff and Gp’s are very friendly*

*Written on FFT surgery Oct 2015*

*Always friendly, and you can see a Dr when you need to*

*Written on FFT Oct 2015*