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## THE LODGE SURGERY

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# Summer 2012 Newsletter

## Lodge Surgery Annual Survey

This year's survey will be distributed amongst our patients in several ways during the month of June. The aim is to reach as many patients as possible in order to gain your views. Questions this year are surrounding Extended Hours and Access to the Surgery. Your opinion is very important to us in order that we can improve on our services.

We would like to thank members of Lodge Surgery Reference Group for putting this survey together.

## Updating Personal Information

It is most important that you inform us of any change of address or telephone number, so that we may keep our records up to date. You also need to remember to inform any hospital to which you have been referred to enable them to contact you with appointment dates or other information.

Please let us know your new mobile number or email address. We would like to be able to use the texting service in the future.

## Carer Support Wiltshire

This local charity supports people who care for family members and friends. For information about the free services they offer, useful news, events and days out visit their website:

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

## New Computer System

The Surgery is having a new computer system.

This means we will be unable to make advance appointments beyond the end of June until the new system is installed in early July.

Please check your medication requirements and order any repeat prescriptions to cover this period well in advance.

## Online Appointments and Repeat Prescriptions

Did you know you can now register with us to access online appointments and repeat prescriptions so you will be able to make these requests anywhere you have internet access? Come in to the surgery today with photo ID to get your password for this service.

## Travelling Abroad?

If you are travelling abroad you may need advice and vaccinations. Please make an appointment with one of our practice nurses to discuss your requirements.

It is important that you allow sufficient time for travel vaccinations to be given and take effect. Therefore we do ask that you should make your first appointment at least 4 weeks prior to your date of travel.

## Hay Fever Season

If you suffer from hay fever your local chemist can supply most medications over the counter, both traditional and alternative. If you have prescribed medication each year please make sure you have some in date for use when you need it.

## Cancelling Appointments

Did you know you can ring and cancel your appointment any time of the day or night? Even when there is no-one here to answer your calls you can leave us a message and we will make sure the appointment is cancelled and made available for another patient. You can also email us at:

[enquiries.lodgesurgery@nhs.net](mailto:enquiries.lodgesurgery@nhs.net)

Cancelled appointments can be filled very quickly so please take a minute to let us know if you are unable to attend. Thank you.

When you have finished with this, please leave in the waiting room or give to a receptionist so that it can be re-used.