



Blue Wing Family Doctor Unit

NEWSLETTER JULY 2019

Checking into the surgery

There is a self-check in touch screen on the reception desk with clear instructions on how to check in. It will ease the waiting time to check in. Please try to use this self-check in system. If you are not sure please ask reception for assistance.

Telephone /Busy Periods

We are aware that some patients have had difficulty getting through. All those patients registered here will appreciate how busy the surgery can be at certain times of the day. It will enable us to be more efficient if non-urgent queries, such as enquiring about blood test results, prescription collection, transport booking etc. could be done during the times when the surgery is not so busy in dealing with emergencies. The busy times are everyday 8.00am to 10.30am and then 2pm to 4pm please call after these hours for non-urgent queries.

Additional !!! NEWS !!!

Patient Survey 2018- 2019

We would like to encourage all the patients to complete the patient questionnaires for 2018 - 2019

Your comments

- Most of you feel that our doctors are doing good job and are good listener, polite, caring approach shown by their GP's

- Were very satisfied with the continuity of care and with the availability of any doctor.
- However, some of you told us that there are times when you have felt phoning the doctor for advice was still a problem,

Plus some of you had concerns about;

1. The practice opening hours could be improved
2. Getting through on the telephone.

Our Response

1. Review the use of our telephone system. All staff to be made fully aware to promote other ways of accessing the practice in order to decrease pressure on the telephones i.e., online appointments, self check in repeat dispensing etc.
2. All clinicians to be available to take phone calls/ telephone consultations at the end of morning and afternoon sessions.
3. Review on appointment system and offer more book-able GP appointments each week by lengthening some of the GP's sessions.

New Patient Registration

New patients (that fit within the practice registration criteria) wishing to register at the surgery should do so from Monday to Friday. Two proof of address is required for one family.

INFLUENZA JABS 2018 /19:

We have now finished the running flu clinics run by the nurse and HCA. The flu season will begin later this year. The practice will update the patients accordingly.

PNEUMOCOCCAL AND SHINGLES JABS:

Pneumococcal and Shingles jabs are recommended for all patients aged over 65 and 70 respectively. If you would like to know more about it please call the practice who will arrange an appointment with the Practice Nurse.

Bladder or Bowel problems

We recommend that patients contact one of the following specialist services either online or by

phone for information, expert advice, support and help. Bladder and Bowel UK – confidential helpline. Call 0161 607 8219 or see website: <https://www.bbuk.org.uk>

Childhood Immunizations and Pre- school Boosters:

This Practice is working hard towards keeping all their registered children under date information about your child's vaccination history in case they have had certain vaccination elsewhere.

Emergencies:

We do endeavour to have all emergencies seen by your registered GP but this is not always possible. You will be given an emergency appointment with the first available doctor. Patients do not have a choice in the GP that they can see in an emergency.

Travel Vaccinations:

All those traveling should seek advice from the practice nurse as to what travel vaccinations may be needed. Please allow at least 4-6weeks for travel vaccinations prior to traveling. Please also note that there are charges for certain vaccinations not available on the NHS.



Carers Register

Do you look after someone who is ill,frail,disabled or mentally ill etc.? if so , you are acarer and we would like to support you. If you are agreeable we will pass your details to carers in Hounslow, which is a countrywide organization providing relevant information and advice, local support services, newsletter and telephone link line for carers. Carer identification and referral form are available from our reception desk.

Patient participation group/patient reference group

We have got an active patient participation group (face to face forum) to provide feedback and support with the new developments at the practice. We have also got a patient reference group to provide feedback via email and surveys (online forum).

If you are interested in participating in the patient reference group please let the reception know or write to our Admin manager Mrs D Panesar with your contact details including email address.

Change of Address and Contact Number:

Please remember to notify the Surgery should you have a change of your address and telephone number. Please note that failure to inform us of your change of address can result in removal from your GP list.