

Woolpit Health Centre

Newsletter

Winter 2014



STAFF CHANGES

Dr Laura Jenkins has decided to leave the partnership to concentrate on clinical patient care, without the additional management responsibilities. We wish her well in her future career.

Dr Kari Schaitel joins us in December as part of her Foundation training. Dr Kate Willis, Dr Ben McCann and Dr Ihsan Rasheed are working with us until August 2014 to complete their specialist training in General Practice.

VACCINES

Please book an appointment with our Practice Nurses for

Seasonal flu vaccine is available to all over 65's and others in at risk groups including pregnant women.

Childrens nasal flu vaccine is available to children aged 2 or 3 on 1.9.13.

Shingles vaccine is available for patients aged 70 or 79 on 1.9.13. Stocks are currently low so please ask at Reception before booking

Pneumonia vaccine is a single one off vaccination to protect against pneumonia, offered to everyone over 65. If you have never had this vaccine please book an appointment

Whooping cough vaccine is recommended for all pregnant women even if you received all your normal childhood immunisation.

Travel vaccines - please complete a form, available at Reception as early as possible before your intended departure date, as some courses take several months to complete.

ONLINE ACCESS

A number of appointments are available to book on-line, avoiding the need to telephone the Health Centre, and accessible when the Health Centre is closed. If you do not already have your individual access code for this please ask the reception staff who will be happy to help you. Once registered you can also request repeat prescriptions online

CARE DATA

The Government is introducing a new scheme called Care Data which will allow extraction of information from your medical records. A Publicity campaign will be launched in Spring 2014.

If you **do not** wish your information to be used in this way you will need to complete an **opt out** form available at Reception.

Please note if you previously opted out of the Summary Care Record you will not automatically be excluded from the Care data scheme.

APPOINTMENTS

Pre booked appointments are for 10 minutes. If you have more than one problem, or a complex problem that may take longer please ask for a double appointment at the time of booking. Please continue to see the same Doctor for continuing problems wherever possible.

Emergency (on the day) appointments for urgent problems which cannot wait until the next bookable appointment are for 8 minutes. The Doctor will only be able to deal with the urgent problem, and as patients are seen in order of clinical priority you may have a wait to be seen. The Reception staff will keep you informed.

If you are unable to attend a booked appointment please let us know.

Extended hours - For those patients unable to attend during normal working hours we offer pre - bookable appointments at the following times

MONDAY	7.15am - 8.30am
	6.30pm - 7.15pm
SATURDAY	8.00am - 8.45am

Saturday Emergency Surgery - this is available for **urgent** problems which cannot wait until Monday. If you need to attend please arrive at 9.00 am. You will have a wait to be seen and the Doctor will ask you to re-book for any non - urgent problems.

URGENT HOME VISITS

Please ring as early as possible in the morning if you require a home visit. West Suffolk Clinical Commissioning Group are running a pilot project looking at urgent visits, you will be asked if your NHS number can be used as part of this project

SUFFOLK FAMILY CARERS

Do you care for a relative or friend? Emily Meadows from Suffolk Family Carers is offering drop in sessions for carers giving advice on benefits and support. If you would like to contact them please ask at reception for details.

SOCIAL CARE SUPPORT

Catrin Sutton a Community Care Practitioner from the Bury Rural Social Work Team visits the Surgery on regular basis and can offer advice on services available from Social Services. Please ask at reception for details.

DEMENTIA CHECKS

Are you worried about your memory? If you would like a memory check please ask your Doctor or book a check with the Practice Nurses.

FALLS CHECKS

Our Practice Nurses offer physical checks and advice for anyone over 75 who is worried about falling. Please ask at Reception to book an appointment.

FEEDBACK

We strive to provide a high standard of service and care at the Health Centre. If you have any feedback about your care either positive or negative please contact our Practice Manager Mrs Sallie Crouch.

WEBSITE

Please take a look at our website - www.woolpithealthcentre.co.uk - for information about all the services which are offered at the Health Centre.