

# **BEECHWOOD MEDICAL PRACTICE**

## **NEWSLETTER - AUTUMN 2017**

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



### **SEASONAL FLU CAMPAIGN 2017**



If you are aged 65 or over, are pregnant, you are a carer or you have a chronic health condition, you are eligible to attend the surgery for a seasonal flu vaccination.

We are offering our patients a range of weekday and Saturday morning appointments throughout the autumn. Vaccines are due to arrive mid September.

We strongly recommend that you have your vaccination if you are eligible to have one. However if you make the decision not to accept it please contact us to let us know so that someone else can be offered the appointment and so that we do not continue to contact you to ask you to attend this year.

If you are calling us to discuss the flu vaccine please try to call later in the day when the phones will be less busy. Also if you have made an appointment that you cannot then attend please don't forget to call us to rebook. Each year we have significant numbers of wasted appointments for flu vaccinations. A phone call on 0117 908 2360 if you need to rebook or cancel would be greatly appreciated. If you have access to online services you can book a flu appointment online.

The vaccine will also be made available at the surgery to children aged 2 & 3 years (birth dates 2.9.2014 – 1.9.2015). The vaccine will be given as a nasal spray. We will invite your child to attend if they fall into this targeted age range. As it will take longer to deliver the vaccine to a child we may not be able to offer this service at the Saturday morning clinics.

Children of appropriate age for school years reception, one, two and three will have a service commissioned by NHS England, in schools across the South West

Private flu vaccines - if you want a vaccination but are not eligible for one at the practice you can ring 0333 332 2100 and GP Care will be able to advise you of other private providers who will give the vaccine locally. Alternatively some larger supermarket pharmacies and chemists will offer a private service for about £10-£15.

## IMPORTANT INFORMATION ABOUT REPEAT PRESCRIPTIONS

- Please help us to improve efficiency and avoid waste - only order what you need
- Please manage your medication carefully
- Please plan ahead when re-ordering

You can order your repeat prescription in the following ways:

- If you find it difficult to remember to arrange for a repeat prescription, ask your chemist to do it for you. If you give them permission, they will take over the arrangements for ordering your prescription when it is due and dispense it ready for you to collect. They may even offer a home delivery service if you are housebound.
- Online using our [Patient Access link](#) and your PIN number to log into your personal medical record and medication details.
- Use the link on our practice website if you don't have access to your medical record through our online service. You will need to know the details of the repeat medication that you wish to order. Our practice website address is: [www.beechwoodmedicalpractice.co.uk](http://www.beechwoodmedicalpractice.co.uk)
- Via our prescription email facility to: [brccg.beechwood-prescriptions@nhs.net](mailto:brccg.beechwood-prescriptions@nhs.net). If you have not used this method please ask at reception for more information about ordering a prescription via email.
- In writing via the Royal Mail post, or by putting your prescription request in our prescription request boxes which are sited in the waiting room and on the wall outside the main entrance to the building.
- Fax a request to us on 0117 908 2354. We would like to remind you that we **do not** take repeat prescription requests over the telephone.

Whatever method of ordering you choose **please allow 2 working days** for us to get your prescription ready. If your prescription is collected on your behalf by a pharmacy, please allow a further day for the pharmacy to collect and dispense your medication.

If you use a regular chemist, let us know and we can arrange for the prescription to go straight to them, so you can pick up your medicine without needing to collect your paper prescription.

If you would like your prescription mailed to your home address, please provide us with a

### TEAM NEWS



We are very pleased to welcome to the practice Dr Natalie Ray who will be spending her final year of GP training with us from August 2017 to August 2018.

We would also like to welcome Dr Jennifer Whateley who is with us on a four month placement as an F2 grade doctor between August and December 2017.



### WHY DO THE RECEPTIONISTS NEED TO ASK THE REASON FOR MY CALL?

**We have been asked to do this by GPs to help you access the care you need.**

Practices have access to a range of services to ensure you are seen as quickly as possible by the most appropriate health care professional. All members of the practice are bound by confidentiality rules:

- Information is strictly confidential.
- You can ask to speak to a receptionist privately away from the reception area.
- If you feel an issue is very private and do not wish to share this, then your wishes will be respected.



**HELP US TO HELP YOU**