

NEWSLETTER JAN-MAR 23

Dr K.K Chan & Partners

Our Practice Newsletter will hopefully enable us to pass on vital and useful information to our patients. We would welcome feedback and any suggestions for inclusion in future newsletters. Please direct any feedback to the Practice Manager.

PATIENT ACCESS ONLINE SAVES YOU TIME!!!

Order repeat prescriptions

Its quick and simple to set up.

www.sevenbrooksmedicalcentre.nhs.uk

All Data is securely protected



NEED TO SEE A GP IN THE EVENING OR WEEKEND?

GP ALLIANCE: 01942 482848

Appointments available evening, weekend and bank holiday appointments.

WHEN THE SURGERY IS CLOSED

NHS 111 is the number to call when you need medical help fast but it's not a life-threatening emergency. Calls to NHS 111 are FREE from landlines and mobiles and is available 24/7, 365 days of the year.

NEW YEAR NEW YOU !!

BOOK IN FOR YOUR FREE NHS HEALTH CHECK

ELIGIBLE PATIENTS AGED 40—74 YEARS

The Nurse will ask you some questions about your lifestyle and family history, measure your height and weight, and take your blood pressure and do a blood test. The blood test will be done before or at your appointment.

Your blood test results can show your chances of getting heart disease, stroke, kidney disease and diabetes. If you're over 65, you will also be told the signs and symptoms of dementia to look out for.

NHS HEALTH CHECK

Helping you prevent

- diabetes
- heart disease
- kidney disease
- stroke & dementia

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ABUSIVE BEHAVIOUR

Our practice operates a zero tolerance policy to abuse or aggressive behaviour either face to face or telephone. Patients may be removed from the register at the Practice Manager's discretion. If you wish to make a complaint about your experience at the practice, email :-

WE WANT YOUR FEEDBACK!

Join our Patient Participation Group and have your say on how we can improve the practice. Speak to reception to know more.



WINTER HEALTH

The country is experiencing a surge in covid, flu and strep A. We ask that patients wear a face covering when they enter the surgery as this is a proven method to reduce the spread of these viruses. We need to keep our staff and patients safe. If you do not have a face covering when you arrive at the surgery, we can provide you with one. By wearing a face covering, washing hands regularly and staying at home when you feel ill you will be helping take the pressure off an already stretched NHS.

ANTIBIOTIC PRESCRIBING

Antibiotics are increasingly in the news and the subject is making an impact at National Level. Antibiotics do not fight infections caused by viruses like colds, flu, most sore throats, bronchitis and many sinus and ear infections. Taking antibiotics for viral infections will not cure the infection or keep other people from getting sick. They will not help you or your child feel better, may cause unnecessary and harmful side effects, and may contribute to antibiotic resistance. Rest, fluids and over the counter products may be your best treatment option. For more information visit www.nhs.uk/conditions/antibiotics.

URGENT MEDICATION ISSUES

Like many other surgeries, repeat prescriptions need three working days for us to process. This gives us time to perform checks and maintain safety. We are getting increasing numbers of requests for repeat medication to be issued urgently due to a lack of simple forward planning from patients. Such requests delay other patients' prescriptions and increase the risk of mistakes.

PATIENTS NOT ATTENDING FACE TO FACE APPOINTMENTS

During the past 4 months over **600 patients DID NOT ATTEND** a face to face appointment. These appointments are extremely important for patients who need to be seen urgently.

By not informing the Surgery to cancel your appointment this means that someone who needs an appointment cannot be seen. If you cannot attend contact the Surgery immediately so we can offer it to someone who needs it.