Jan-March 2017

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**NEW patient messaging service**

We have set up a new messaging service.

This will be used to confirm, remind and sometimes cancel appointments.

It is simple and easy to use, however please **DO NOT** free text anything back other than the response it asks for eg Cancel, these cannot be followed up on.

**Greenside Surgery Website**

**http://www.greensidegpsurgery.co.uk/**

**PATIENT ONLINE SERVICES**

This practice currently offers patients’ facilities to:

Request repeat medications, book, cancel and view appointments and also view detailed coded record, including any sensitivities, allergies, list repeat prescriptions or medications

**Thursday-Education & training days**

**Closed from 12 noon**

**Thursday 16th February**

**Thursday 16th March**

**Repeat Prescriptions**

The way in which you can order your prescriptions is changing. As from the 1st April you will no longer be able to order your repeat prescriptions through your local pharmacy.

**The best way to order your prescription is online.**

**If you have access to a computer, Tablet or smart phone its simple, please see Receptionist to set yourself up.**

**If you don’t then please use the following**

**• Drop it in at the surgery 8am-6pm**

**• Post**

**We will not take your prescription order over the telephone**

**Repeat Prescription will take 48hrs to process**

**Appointments and Open Access and DNA’s (Did Not Attend)**

If you need to see a Dr for a **Medication Review or a routine follow up**, please make an appointment, Open Access is for acute problems.

We are still having an increasing amount of DNA appointments with both GP’s and Nurses. This is having an effect on what appointments we can offer. **PLEASE** if you cannot attend contact the surgery to cancel.

**Flu Vaccination**

We still have some flu vaccinations left. If you have not had yours yet, please see Receptionist.

**Shingles**

If you were born between 2nd September 1942 and 1st September 1945, you are eligible for the vaccination against Shingles.

If you were also born between 2nd September 1935 and 1st September 1937

You are also eligible for this vaccination,

Please see Receptionist for detail

**Pneumonia**

If you are aged 65 or over, or have a Chronic Disease, we are offering a vaccination against pneumonia, please see Receptionist for details.

**Patient Feedback**

We often receive feedback through our website/patient choices and FFT surveys

Here are a few comments.

Hand written extract letter from a patient

*“This practice is without a doubt the best I have been registered with. I became ill with heart disease despite being told by Rotherham district general hospital that I did not. The doctor refused to accept the hospitals findings saying I had heart disease. Through the doctor I was investigated further and proved I had Severe Heart disease. I had a triple bypass and later 3 stets fitted. Were it not for my doctor I would now be dead. The practice also looked after my mother who died age 96 superbly. My wife is also registered and again is looked after to the highest standard”*

**Congratulations**

Our congratulations go to Dr Myers, who has received an award for his longstanding work with the Rotherham Titans. He has been their Dr for 25 years. He received his award in London recently.

**Parking**

It is becoming increasingly difficult to park outside the surgery, due to the sheer volume of traffic and cars double parking. We have had numerous complaints from residents, and also from the emergency services trying to gain access. Please be mindful, when parking

**Patient Participation Group**

Our meetings are Quarterly and the next one is Thursday 16th February 2017.

New members are welcome. If you would like to join or ask any advice from our members, please ask at reception or email;

[Greensidesurgery.participation@gp-c8702](mailto:Greensidesurgery.participation@gp-c8702)

**Carers**

Are you looking after someone who without you would struggle?

Come to our Carers information drop in

2nd Thursday of the Month

9.30-11.30

Greenside Surgery

Help including:

Emotional support, practical support, information on benefits and services, local and national sources of help.

Let the practice know your basic details and your medical records can be updated.