



Market Cross Surgery

Autumn 2011 Newsletter

Welcome to the Market Cross Surgery Newsletter. The purpose of this newsletter is to keep you, the patient, informed about developments at the surgery.

Flu Clinics will commence on 3rd October 2011

The Department of Health recommends that the following people be vaccinated each year to protect them against flu:

- ❖ All patients aged 65 years and over
- ❖ Adults and children who have one or more of the following conditions:
 - **Chronic chest conditions including asthma and COPD**
 - **Diabetes, heart disease, kidney disease, stroke/TIA and liver disease**
 - **People who are immunosuppressed or have no spleen**
- ❖ People living in a residential or nursing home
- ❖ Carers
- ❖ Pregnant women

Please telephone the surgery to make an appointment or speak to a receptionist.

Flu Jabs – 15 reasons why you should have one!

- 1 The flu jab is free to those aged 65 and over, as well as those in high-risk groups.
- 2 The flu is particularly dangerous to people with asthma, diabetes, chronic heart, chest or kidney complaints, lowered immunity and to those aged 65 and over.
- 3 The flu jab is your best protection against flu.
- 4 It only takes a minute to get the flu jab, but this will protect you for 12 months.
- 5 Flu is serious and can lead to hospitalisation and even death.
- 6 The flu jab contains no live virus and cannot give you flu but can keep you healthy.
- 7 Having the jab means you can't give flu to family and friends.

- 8 A bout of flu can leave you bed ridden and could ruin your Christmas.
- 9 Flu is an unpleasant experience, resulting in fevers, chills, headaches, aching muscles, sore throats, running noses and extreme fatigue.
- 10 Flu is highly infectious: 100,000 flu particles can be projected into the air with one sneeze.
- 11 One sneeze, which can carry the virus, travels at 80 miles per hour and can reach distances of up to 30 feet away.
- 12 Having the vaccination can help prevent an epidemic. In years when flu reaches epidemic proportions, 20,000 people can die, compared to 3,000 – 4,000 attributable to complications of flu in average years.
- 13 Around 10 – 15% of the population develop flu each year.
- 14 The virus changes every year – just because you haven't had it before doesn't mean you'll be ok this time.
- 15 The World Health Organisation maps flu viruses and the vaccine is altered every year to ensure that it gives the best protection against latest strains.

Focus on Dementia:

An information morning is to be held in the surgery between 9am and 12 noon on Saturday 8th October 2011.

Organised by the Patient Participation Group, information and advice will be available from:

Alzheimer's Society
Dietitian
Mabbs Hall Day Centre
Nurses from the Memory Clinic at West Suffolk Hospital
Friends of the Market Cross Surgery

All are welcome.

Text Messaging Services:

We now have computer software that will enable us to send a text to your mobile phone to remind you about forthcoming clinic appointments.

If you do not want to receive texts please let us know – just inform reception.

Please let us know if you change your mobile phone number so that we can keep our records up to date.

Patient Participation Group:

The Practice has recently set up a Patient Participation Group to help with communications between the patients and the doctors and staff of the Market Cross Surgery.

The Patient Participation Group is made up of patients representing a range of ages from 16 to 85 to ensure that all patient views are heard. If you interested in finding out more about the group and would like to get involved please contact Maggie Lake, Practice Manager on 01638 713109 or ask at reception.

The purpose of the group is:

- To strengthen the relationship between the patients and the practice
- To encourage a 2 way flow of information between patients and staff
- To improve the standing of the surgery in the local community
- To give practice staff and patients the opportunity to discuss topics of mutual interest in their practice
- To advise on the development of new or existing practice services
- To help the practice to improve its services by providing feedback from patients.
To provide a forum to suggest positive ideas and voice concerns

Free NHS Health Checks:

NHS Health Checks are a new nationally approved screening programme to help prevent the onset of heart disease, stroke, type 2 diabetes and kidney disease and is being offered to people between the ages of 40 and 74.

The check is free and confidential and is offered by the NHS once every five years to men and women in the above age group who **do not have** existing heart disease, diabetes or kidney disease.

Anglia Support Partnership, on behalf of the surgery, will be writing to eligible patients to invite them to make an appointment at the surgery.

To make an appointment please contact the reception team – please ensure that you ask for a Health Check appointment.

Point of Dispensing Checks:

Under recent NHS guidelines we are required to ask patients if they have evidence to support their claim for exemption from prescription charges.

If you are under 16 years of age or over 60 years old you do not have to provide evidence as your date of birth is written on the prescription.

Patients will be asked to confirm which exemption category applies **and** show proof to support their claim for exemption.

You may be asked to provide proof of exemption on each occasion that you collect a prescription

Market Cross Surgery Website: www.marketcross-surgery.co.uk

The website provides lots of information about the practice, doctors' surgeries, nurse clinics and how we work. You can also order your repeat prescription online. Please ask at reception.

The Friends of the Market Cross Surgery:

The Friends of the Market Cross Surgery is a group of patients who help to raise funds and organise the provision of practical help to improve equipment and services for patients of the Surgery.

If you would like to know more about the group, or attend any of the meetings, please contact Maggie Lake, Practice Manager or ask at reception for further information.

Comments and Suggestions:

The Doctors and Staff strive to provide an effective and efficient service to all patients. If you have any comments or suggestions about the surgery or its services, please contact Mrs Maggie Lake, Practice Manager.