



Raleigh Surgery Newsletter

Spring 2010

Flu Clinics

Our annual flu vaccination campaign is now complete. Once again we had a plentiful supply due to our nurses ordering early. Nearly all of patients invited took up the vaccination so our coverage rate was excellent.

Swine Flu Vaccinations

Our swine flu vaccination programme is in its last phase. All patients at risk and children between 6 months and 5 years have been invited to have the vaccination. We are monitoring the number of patients in these categories who still wish to have the vaccine and will hold further clinics as required.

Repeat Prescriptions

We require 48 hours **WORKING** notice to prepare your printed repeat prescription. Please note, weekends and Bank Holidays do not count as working days. If you have chosen to collect your medicines straight from the chemist please be aware that the chemist also requires time to fill the prescription. If you are going on holiday please make sure **IN ADVANCE** that you have enough to cover your holiday period. On many occasions we are asked for prescriptions for people leaving on holiday that day or the day after!

Who's here and when?

Name	Mon AM	Mon PM	Tue AM	Tue PM	Wed AM	Wed PM	Thu AM	Thu PM	Fri AM	Fri PM
Dr David Spiers	IN	IN	IN	IN	IN	IN	OUT	OUT	IN	IN
Dr Jane Cartledge	IN	IN	OUT	OUT	IN	OUT	IN	IN	OUT	OUT
Dr Lini Deveraj	IN	IN	IN	OUT	OUT	OUT	IN	OUT	IN	IN
Sister Margot Cornish	OUT	OUT	OUT	OUT	OUT	OUT	OUT	IN	IN	IN
Sister Mary Ann Fordy	IN	IN	IN	IN	IN	IN	IN	IN	OUT	OUT
Melanie Wilson HCA	OUT	OUT	IN	OUT	IN	OUT	OUT	OUT	OUT	OUT
Louise Ratley Phlebotomist	OUT	OUT	OUT	OUT	OUT	OUT	OUT	OUT	IN	OUT



Stop Smoking

If you would like to stop smoking please ask at Reception where you can book to see the Practice Nurse. You can then attend sessions and receive free smoking cessation aids and advice.

Tell us if your details change

If you change your address or telephone number please let reception know as soon as possible in order for us to keep your records updated



Raleigh Surgery Website

Our website can be found on www.raleighsurgery.co.uk. The website contains lots of useful information about Raleigh Surgery and also health tips.

Medical Students

Raleigh Surgery have always been keen to be part of the training programme for Medical Students. This year we have taken on Medical Students who are in their final year of medical training. Starting in January we will have a Year 3, Year 4 and a year 5 Medical students. Some patients will be asked if they are willing to be seen by the Medical Students for their consultations – if you are asked and do not want to be seen by the medical student please let our receptionist know.

Data Protection and Patient Confidentiality

Please be aware under the Data Protection Act 1998 the Practice has an obligation to take steps to ensure that individual patient information is not deliberately or accidentally released or (by default) made available or accessible to a third party without the patient's consent, unless otherwise legally compliant. Therefore to ensure your privacy, **we will not disclose information** over the telephone or fax unless we are sure that we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written consent, and we do not leave messages with others.

Retinopathy clinics

Please note that although these are still held at the Surgery we no longer deal with the invitations to advise patients of when they will be called. This is now dealt with by the Diabetes Endocrine & Vascular Health Centre, RD & E Hospital (Wonford), Barrack Road, Exeter, EX2 5DW. These clinics will be held at the Surgery during. All patients eligible for screening will be contacted by the Diabetes centre regarding the dates shortly.

Chlamydia testing

As part of a National Campaign we will be offering all our patients aged between 18 and 24 a free Chlamydia test. You will not need to book an appointment as the test can be done at the Surgery by yourself. Details will be sent out in packs to all those patients eligible over the next couple of weeks. If you wish to book a test and have not received your pack yet please ring the Surgery after 11am when we can advise when the test clinics are being held.

Carers

DO YOU LOOK AFTER SOMEONE WHO IS ILL, FRAIL, DISABLED OR MENTALLY ILL? If so, you are a carer and we would like to support you. If so please ask at reception for a Carer's referral form to complete and hand back in. If you are agreeable, we will pass your details to the Carers Service, which is a countywide organisation providing relevant information and advice, local support services, newsletter and telephone link-line for carers.

We will also refer you, with your permission, to have your needs assessed by Adult Care Services. A Carers Assessment is a chance to talk about your needs as a carer and the possible ways help could be given. It can also look at the needs of the person you care for. This could be done separately, or together, depending on the situation. There is no charge for an assessment.