

# Raleigh Surgery Newsletter

Winter 2011

## Flu vaccination clinics

We have completed our flu vaccination programme. Although we have had an excellent response, some patients still have not responded to their invitations and booked an appointment. If you need a flu vaccination and haven't yet booked please do so as soon as possible. Those that are house-bound will be visited by our Practice Nurse. Please contact us if you need a visit.

### **Pneumonia Vaccinations**

Pneumonia Vaccinations are advised by the Doctors and the Department of Health for patients 65 and over. This is a once in a lifetime vaccination and you can have the vaccination at any time during the year. If you would like the vaccination please book an appointment at reception.



**If you are unable to attend your appointment** – please let us know! We always do our best to offer your unused appointment to another patient. The number of people not attending booked appointments remains high. Even at short notice we always try to re-use a free appointment.

## Repeat Prescriptions

Please remember to allow 48 hours notice, not including weekends or Bank Holidays, from bringing your slip in to us to when you come back to collect. Please make sure you allow plenty of time during the Christmas period to order your prescription and collect it. The Pharmacies also ask that you give them enough time to get your prescription ready if you collect direct from them.



### **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.



### **Raleigh Surgery Website**

Our website can be found on [www.raleighsurgery.co.uk](http://www.raleighsurgery.co.uk)  
The website contains lots of useful information about Raleigh Surgery and also health tips.

## **Book Sale**

Over the past year our book sale in the waiting room at the Practice has been a great success, and the income from sales has helped to raise much needed funds for Hospicecare. We have raised nearly £400 this year so please continue to donate your unwanted books.

## **Patient Participation Group**

[Would you like to have a say about the services provided at Raleigh Surgery?](#)

Raleigh Surgery is starting a process to ensure that patients are involved in decisions about access, the range and quality of services and any other aspects of healthcare we provide for our patients. We would therefore like to establish a Patient Reference Group (PRG) representative of our registered population. The PRG will meet in person and/or virtually by email. With this group we wish to agree

areas of priority and include these in a local patient survey. We will then collate the findings of the local survey and share the results with the PRG giving them the opportunity to comment and discuss the findings.

In agreement with the PRG, we will form an action plan setting out priorities and proposals arising from the survey. These proposals and any changes which subsequently arise will be publicised on our practice website.

If you are interested in joining our PRG please complete an application form from enclosed which can be obtained from our receptionists. We would also be grateful if you could complete the patient survey on our website at [www.raleighsurgery.co.uk](http://www.raleighsurgery.co.uk).

### **MEDICINES WASTAGE**

#### **ONLY ORDER WHAT YOU NEED**

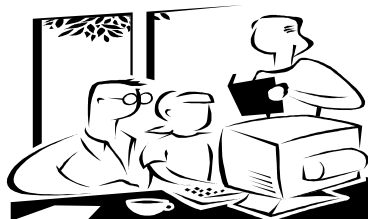
An estimated 1,500 tonnes of unused prescription medicines are thrown away every year, which costs the NHS in the region of £370 million. Under current legislation once medication has left the pharmacy it cannot be re-used, and all medication returned to the pharmacies, even if it is unopened, has to be destroyed.

#### **PLEASE ONLY ORDER WHAT YOU NEED**

Also when collecting your dispensed medicines from the pharmacy, check that you have only what you need BEFORE you leave the pharmacy.

### **CHANGES TO MEDICATION**

Our Practice regularly reviews our prescribing of medicines to ensure that we are following the most up to date national and local guidance, and obtaining the best value for money for the NHS. The change in the prices of medicines means that there may be occasions when we will have to change your regular medication to an equivalent drug that is more cost effective for the NHS. We trust that you will understand that by ensuring we spend our prescribing budget wisely the overall Health Service available to you benefits.



### **New Computer System**

Here at Raleigh we have been going through the process of having a new clinical system installed. This has been a very time consuming and often stressful process for all the staff. We would therefore ask our patients to bear with us whilst we are still in the initial stages.

#### **TOUCHSCREEN TO CHECK IN**

**Please use our touch-screen to check in when you arrive. This saves time when waiting at the reception, allows for more privacy when patients wish to discuss something with the receptionist and will alert the doctor, practice nurse, or health care assistant that you have arrived. It is very simple to use.**

1. Press screen to begin
2. Press the month you were born
3. Press the date you were born
4. Press the first letter of your surname

You should then be directed to take a seat in the waiting room and wait to be called by your doctor, practice nurse or health care assistant.