

The Hamilton Practice GP Surgery Newsletter

31st October 2016
Issue 3

We welcome our new GP— Amber Ahmed. You will remember her as one of our Registrars doing her GP training with us. We now have the pleasure of her becoming a permanent member of our team.

ITS NOT TOO LATE FOR YOUR FLU VACCINATION

Are you over 65 or over or are aged 6 months to under 65 of one of the clinical at risk groups

Chronic Respiratory Disease such as Severe Asthma, COPD or Bronchitis

CHD such as heart failure, CKD at stage 3,4 or 5

Chronic liver disease, Diabetes

Chronic Neurological disease such as Parkinson's or Motor Neurone or Learning Disability

Splenic Dysfunction, Immunosuppression such as HIV/Aids

Asplenia

All Pregnant Women

Carers

Children 2,3,or 4 are also eligible.

IF YOU'VE NOT YET HAD YOUR FLU VACCINATION, PLEASE SPEAK TO A MEMBER OF STAFF.

BETTER SAFE THAN SORRY.

(thank you Nonette—Practice Nurse for this information.)

Over 65 or over or are aged 6 months to under 65 if one of the clinical at risk groups

Why not start getting fit this autumn/winter? There are lots of benefits to even just a small amount of exercise a day, including reducing your risk from long term conditions. A great way to start is the "Couch to 5K" program. It takes you from walk to running 5km (3miles) in 9 weeks. You can download the app or print off the instructions. Week one starts with mainly walking and a minute running. The schedule then builds up to eventually run for 30 minutes. That might seem a long way off but because you gradually work towards that goal, you'll be surprised you can do it! Search 'Couch to 5K' online.

SANDRA

Unfortunately due to unforeseen circumstances one of our Reception Staff—Sandra—has left us. She did ask that we forward on her apologies to those patients who knew her well, as she would have liked to have said goodbye. We will miss Sandra in the practice as you will too

Please note that the surgery will be closed for training purposes as follows:

24th November 2016—1pm—2pm

28th November 2016—1pm—2pm

2nd February 2017—1pm—2pm

9th February 2017—from 12:30 pm for the afternoon

23rd March 2017—1pm—2pm

CONFIDENTIALITY

The Surgery has a duty of confidentiality to all patients which means it can provide information only to the patient unless the patient consents to share the information with another individual (in writing).

Information about children aged 16+ is not ordinarily released to parents and some information relating to younger teenagers may be kept confidential if deemed appropriate.

ASTHMA

IF YOU OR A FAMILY MEMBER HAS ASTHMA AND HAVING TO USE THEIR BLUE PUMP (VENTOLIN /SALBUTAMOL) MORE THAN TWICE A WEEK FOR BREAK-THROUGH SYMPTOMS YOU SHOULD BE BOOKING AN APPOINTMENT TO SEE A PRACTICE NURSE FOR A REVIEW.

FREE NHS HEALTH CHECKS

All patients over the age of 40 are invited for a free health check where their blood pressure, cholesterol, weight, height and life-style are monitored. People between 75-84year olds are offered a senior health check

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 sure 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

MENINGITIS

IF YOU HAVE STARTED OR ARE STARTING UNIVERSITY PLEASE ENSURE YOU HAVE YOUR MENINGITIS (A C W Y) PLEASE BOOK AN APPOINTMENT TO SEE A PRACTICE NURSE OR BOOK WITH YOUR UNIVERSITY GP SURGERY WHEN YOU ARRIVE. GOOD LUCK WITH YOUR STUDIES.

WHOOPING COUGH

IF YOU ARE PREGNANT (20 WEEKS OR MORE), PLEASE ENSURE YOU BOOK TO SEE A PRACTICE NURSE FOR YOUR WHOOPING COUGH VACCINE, (AND FLU JAB AT THE SAME TIME IF YOU HAVENT HAD THAT YET)

WINTER IS COMING

PLEASE ENSURE YOU KEEP WARM AND SAFE THIS WINTER.
WRAP UP, KEEP THE COLDS AT BAY.

UPCOMING HEALTH AWARENESS EVENTS

NOVEMBER

National Healthy Skin Month

National Alzheimer's Disease Awareness Month

National Epilepsy Awareness Month

National Chronic Obstructive Pulmonary Disease Awareness Month—COPD

Diabetic Eye Disease Month—DON'T FORGET TO HAVE YOUR RETINAL SCREENING WHEN INVITED IF YOU HAVE A DIAGNOSIS OF DIABETES

Lung Cancer Awareness Month

National Hospice Palliative Care Month

Pancreatic Cancer Awareness Month

Prostate Cancer Awareness Month

DECEMBER

International AIDS Awareness Month

National Drunk and Drugged Driving Prevention Month

Safe Toys and Gifts Month

Crohn's and Colitis Awareness week (1st—7th December)

National Influenza Vaccination Week (first week of December) **HAVE YOU HAD YOUR FLU VACCINATION YET, IF NOT PLEASE SPEAK TO RECEPTION STAFF.**

The Hamilton Practice

Keats House
The Fairway
Bush Fair
Harlow
Essex CM18 6LY

Telephone: 01279 215415
Fax: 01279 645099
www.thehamiltonpractice.org.uk

GP ONLINE SERVICES

GP online services allow you to access a range of services via your computer or mobile. Once you have signed up, you will be able to:

book or cancel appointments online with a GP or nurse
renew or order [repeat prescriptions](#) online
view parts of your GP [health record](#), including information about medication, allergies, vaccinations, previous illnesses and test results

The service is free. Everyone who is registered with a GP can have access to their practice's online services. For more details speak to either Sue or Fiona at the Reception.

ARRIVING ON TIME FOR YOUR APPOINTMENT



Please arrive on time for your appointment. If you arrive too late you may not be able to be seen by either the GP or Nurse as appointments are usually booked every 10 minutes and there are rarely any free slots. You may be asked to re-book your appointment so as not to cause delay to the clinics and inconvenience other patients. When this happens, it means an appointment has been wasted. We appreciate that the clinics often "run late" (due to patient needs), also medicine is unpredictable, and we never know if a problem will take 2 or 20 minutes to sort out, but it is essential that you arrive on time. You can help by trying to arrive a few minutes early. If you are driving please allow a little extra time for parking.

Please use the self check-in

screen when you arrive for your appointment. This records on our computers that you have arrived for your appointment and helps reduce unnecessary queues at the reception desk. We hope you will find them user friendly. The receptionists will be happy to show you how to use this if you are unsure.

Types of Appointment



Routine 10 minute GP appointment

These are the normal pre-bookable appointments with all our GPs. They can be booked over the telephone after 8:30 a.m. each morning. If you have a few complex issues to discuss, please ask if you can book a double appointment with the GP so that you have a 20 minute appointment.

Urgent 5 minute appointments

These appointments are offered on the same day for **urgent** conditions that need treatment/diagnosis/advice that day. Please

be aware that these appointments are short so are unsuitable for lists of ongoing problems. The GP will address the immediate problem but will ask you to book a normal routine appointment to discuss other non-critical ongoing conditions. Please telephone from 8:00 a.m. each morning for an urgent appointment.

One Appointment—One problem

Appointments should be for one problem and one person only (see above point).

PATIENT CONTACT INFORMATION

Is the information the surgery holds on you and your family up to date? Have you changed your email address, mobile telephone or land line number? If so please let the surgery know so your records are updated and to ensure we are able to keep in contact with you.

Virtual Patient Participation Group

Our Virtual Patient Participation Group ('PPG') gives you, on behalf of patients, the opportunity to make positive suggestions about the practice.

Would you like to join us?

If so, please click the link on our website for further details.

www.hamiltonpractice.co.uk



IMPORTANT NOTICE

PLEASE REMEMBER TO CANCEL YOUR APPOINTMENT IF YOU ARE UNABLE TO ATTEND

IN OCTOBER WE HAD 169 WASTED APPOINTMENTS WHEN PATIENTS DID NOT ATTEND, WHICH AMOUNTS TO 40 HOURS WASTED. THIS HAS AN IMPACT ON EVERYONE.

THANK YOU FOR YOUR CO-OPERATION