

# HEALTH MATTERS

## THE CENTRE PRACTICE NEWSLETTER

Welcome to Health Matters, the newsletter where our priority is to those who are under our care. In this issue, we hope to highlight some of the main changes to services and staff but also give advice to the general public about staying healthy and safe during these hot summer months.

### Patient Access

Here at the Practice, we believe that the patients should come first which is why the staff want to make managing your care as efficiently as possible. In order to revamp the current system of booking appointments and ordering prescriptions, a more practical idea for patients would be to register for Patient Access. With this new online system you are able to book appointments, order repeat prescriptions and access your medical record. This latest service is believed by doctors to be the simplest method of keeping on top of your medical needs.

In order to register for Patient Access, you will need to complete a form and come into the surgery with photo ID and a utility bill with your name and address on it.



### Consult Your Doctor Online via E-Consult

If your issue isn't urgent and you feel you may not need a face to face consolation, E-Consult is an online alternative process to answering your medical queries.

To get started, visit our website and click "Consult Online", you will be directed to a simple questionnaire that will ask you about your health condition. This is then sent to the surgery and one of our members of staff will get back to you usually by phone with feedback and other treatment options. This service is confidential between the patient and the practice. It may even save you having a face to face appointment.

### Prescriptions

The Practice would like to remind patients that we unfortunately cannot take prescription requests over the phone or by email; an alternative to this is Patient Access as you are able to request prescriptions via your computer or an app on your mobile device. We also encourage patients to sign up for EPS Prescriptions with their local chemist. The Electronic Prescription Service means that your prescriptions go electronically to the pharmacy of your choice, rather than having them come to collect the prescription.



**SUMMER 2017**

## **Staff Changes**

Dr Nagvekar will be retiring at the end of September, a new female partner has been appointed and will start in October (more details will follow later in the year). All staff at the practice would like to wish Dr Nagvekar a very happy retirement and all the best for the future, I'm sure she is looking forward to a well deserved rest.

The Practice has also appointed Sue Crowley as our new Practice/Business Manager. She has taken over from Barbara Maw who retired in May. Sue Crowley's role as the Practice/Business Manager means she oversees the running of the Practice and deals with all the business aspects.

Fiona Spain is now our Patient Services Manager and is responsible for all patient enquiries.



## **Veterans**

**Have you served in the British Armed Forces?** As an Armed Forces Veteran, you may be able to access priority treatment under the NHS if your condition was caused by work in the service. Priority pathways for treatment may exist for those Armed Forces Veterans who receive a War Pension or have been granted an award from the Armed Forces Compensation Scheme. However, we can't guarantee that you would be fast tracked in all clinical specialities in the country, but understanding your needs and knowing that you served may go some way to ensuring you receive the care you are entitled to.

To inform us that you were a veteran, please visit reception where you will be provided with a form to complete.

## **Summer Health Warning**

To finish, we would like to add a few key bits of information that could potentially protect you against the effects of spending too long in the hot and humid weather throughout summer. Although it can be tempting to rush into the sunshine unprepared to find a decent place on the beach, we must remind the public to use a copious amount of sun lotion to prevent sunburn.

Another way to stay safe is by drinking a lot of water as this will hydrate your body and keep it functioning in the heat, your body loses large quantities of water which can lead to severe cases of sunstroke and dehydration. Many people think they'll be untouchable against the sun, just remember to always take precautions. The long term effects of too much sun can outweigh a nice summer tan. **BE SAFE IN THE SUN.**



For more information on how to protect yourself this summer visit [www.nhs.uk/summerhealth](http://www.nhs.uk/summerhealth)

**This issue of our Newsletter has been created with the help of Owen Hatfull, our work experience student.**