



Abbottwood Medical Centre Patient Newsletter

www.abbottwoodmedicalcentre.co.uk

May 2018

Tel: 01386 552424

Dispensary Line: 01386 561143

Open (9am-12) (12.30pm-3) from June 2018

Doctors

Dr Claire Wunsch
Dr Alison Atkinson
Dr Kath Thomas
Dr Peter Evans
Dr Craig Embley
Dr Paula Baxter
Dr Rachel Purves

The Surgery opening hours are:

Monday to Friday 8am - 6.30pm (Dispensary opens at 8.30am - 6.30pm)

We are open for **on the day** Doctors appointments during the above hours. Additional surgery times are listed below:

Monday or Tuesday evening surgery	6.30pm - 7.30pm	(bookable in advance)
Wednesday morning surgery	7.00am - 8.00am	(bookable in advance)
One Saturday per month	8.00am - 10.00am	(bookable in advance)

Please give us as much notice as possible if you need to cancel your appointment. This will give us the opportunity to use the time for other patients. Thank you.

Dispensary Phone line changes

Please do not forget that our Dispensary phone opening hours will decrease from the 1st June when they will be 9am-12 noon then 12.30pm-3pm every working day. Each month this will decrease by one hour at the end of the day until September when the line will close at 12 noon each working day. Please always order your prescriptions in plenty of time to ensure you do not run out. Thank you.



Book online and save time

It's simple, quick and easy.

- ✓ Book or cancel appointments
- ✓ Order repeat prescriptions
- ✓ View your health record
- ✓ And more

What you need to do next

You can register one of two ways.

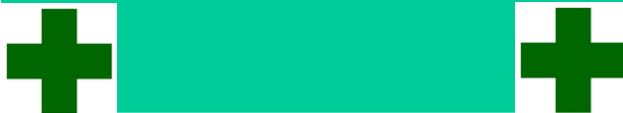
PIN letter registration

Just ask the reception for a PIN and Access ID and follow the instructions on the information provided.

Online registration

Simply visit patient.info/patientaccess and follow the step by step instructions.

Once you have registered online, please remember to bring 2 forms of ID



When leaving home or work to attend the surgery, please give yourself plenty of time to get to your appointment. We appreciate that there are many traffic lights and delays at the moment on our local roads, but our clinicians may not be able to see you if you are five or more minutes late for your appointment and you may be asked to re-book if this is the case.



DO YOU HAVE A NEW MOBILE PHONE? HAVE YOU RECENTLY MOVED HOUSE? PLEASE UPDATE US WITH YOUR NEW CONTACT INFORMATION AS SOON AS POSSIBLE



Have you booked your holiday yet?

If you are travelling abroad, the Practice Nurses recommend that you book an appointment to see them to get travel advice and any vaccinations that may be required for your holiday destination. They cannot provide this service over the telephone

Please book your travel appointment in plenty of time for your holiday. Some vaccines are not fully effective straight away, so you should book your appointment as soon as you are able to. Our nurses ask that these appointments are at least 6-8 weeks before you travel.

If you would like to get further information on vaccinations and advice for your travels, then the following sites can be accessed:

www.fitfortravel.nhs.uk

<https://travelaware.campaign.gov.uk>

www.nhs.uk

Further information online can be found by searching for Jane Chiodini, who is a Specialist Travel Health Nurse and provides detailed information about vaccinations needed for travel.

Be prepared for your holiday and then sit back and enjoy!

Sage appointments

You may receive a letter from us that asks you to book for a SAGE appointment. This nothing to do with the herb but is just a keyword that we use to identify your information on our lists for those patients needing an annual review. Not all patients need an annual review, but some may need them for reasons such as Asthma, Diabetes, Hypertension or a range of other healthcare problems. Please do not worry that you have received this letter. Often these reviews are with the Healthcare Assistant or Practice Nurse and they do not need an urgent appointment, so we will book them some weeks in advance.



Claiming free prescriptions?



If you claim free NHS prescriptions that you're not entitled to, you could be facing a **penalty charge of up to £100** – as well as the original prescription charge(s). An additional charge of up to £50 may apply if you do not pay within the required timescale.



If you're not sure whether you qualify, please pay for your prescription and ask for an NHS receipt – you may be able to claim a refund later. Even if you don't currently qualify, help could be available.



If you're sure that the NHS covers the cost of your prescriptions, please **show proof of your entitlement** to the pharmacy or practice staff before signing the patient declaration.

Please see the 'Claiming free prescriptions?' booklet or visit www.nhs.uk/healthcosts for more information.



Business Services Authority



Tea and Talk is a group run by our Patient Reference Group members and our reception Healthcare Navigators for patients of the surgery. As the name suggests, there is a fair bit of talking and always tea, coffee and biscuits!

If you would like to meet new people and learn some more about your local community and services that are available locally, do please come and join in.

Our next meeting is at the Sports Club on Defford Road on Thursday 28th June at 12.00 noon. These meetings tend to be at this time and venue on the fourth Thursday of the month, but check with the surgery to be sure before attending.

We are booking speakers for alternate meetings, so if you know of a speaker who you think may be of interest to the group do please pass their details onto our Reception Manager, Louise Cattle.

Future speakers (to be confirmed) are H&W Fire and Rescue and Gloucestershire Warwickshire Steam Railway.