

NEWSLETTER



Special points of interest:

New GP—Dr Singh

Flu Information

Telephone Consultations

When you don't need a GP

Patient Participation Group Update

New Website with Facebook/Twitter

REPEAT

PRESCRIPTIONS
You must allow 48 hours from requesting your repeat prescription until collection of your prescription (not including weekends). Prescriptions can be collected at any time during surgery opening hours. However, if you prefer you can provide us with a stamped addressed envelope and we will post your prescription to you. **PLEASE NOTE - you can now order your repeat prescriptions online.**

NEW SHINGLES

Offered from September 2013 initially to 70 and 79 year olds as protection against Shingles. Further info will be available in the near future.

PERTUSSIS - Continued

We continue to offer women between 28–38 wks of pregnancy this vaccination against whooping cough. This is because there has been a sharp rise in whooping cough cases in the UK.

We are very sorry to say goodbye to Trish—our Practice Nurse. We are sure you will join us in wishing her the very best in her new venture. If you are interested in this vacancy—see our website

MESSAGE FROM OUR NEW GP—DR PARMINDER SINGH—STARTING IN DECEMBER 2013



I did my medical training in India and then trained as a GP in Bedford. I chose to be a general practitioner as I like to be the first contact with patients and be able help them as much as possible during their journey through illness. Being a GP keeps me to be up to date with the large variety of medical problems and get to meet different people from different backgrounds. My hobbies are running marathons and learning martial arts. I am looking forward to joining Grovehill Medical Centre and meeting you.

TELEPHONE CONSULTATIONS - Can your query be dealt with over the phone? We are now offering telephone consultations with the Doctors for non-urgent matters that can be dealt with over the telephone. If you think this would be appropriate for you—please ask reception to book a telephone appointment for you. Also please check we have your correct contact numbers

SEASONAL FLU VACCINATIONS

Please make your appointments for your annual seasonal flu vaccine as soon as possible.

The “At risk” groups who should have a flu vaccine are:

Over 65s, People with Respiratory Disease, Heart Disease, Kidney Disease, Liver Disease, Diabetes and people with a history of stroke, TIA, MS and central nervous system disease as well as people with a weak immune system and pregnant women

FLUENZ

There is also a national scheme for introducing Flu vaccines to children. This year we will be inviting all 2-3 year olds to have this vaccine which is administered as a nasal spray. **Please ask at reception.**

PATIENT PARTICIPATION GROUP UPDATE

The Patient Participation Group will be meeting in November in order to develop an action plan for the Practice over the forthcoming year. From conversations with the PPG we will put together a questionnaire for patients. This will be done in December or January where we will ask a representative proportion of our patients, randomly, to fill in a questionnaire which will then be analysed by the Group and reported upon before March 2014.



It is better for you to rest at home

Why not pop into the pharmacy and get some advice on over the counter remedies like paracetamol to help relieve your symptoms.

Antibiotics do not work on coughs and colds so only see your GP if you're still unwell after a week or so.

The NHS belongs to us all. Let's use it right.
www.hertfordshire.nhs.uk



URGENT PATIENT NOTICE

CARE DATA INFORMATION SERVICE PLEASE TAKE TIME TO READ THE LEAFLETS AVAILABLE FROM RECEPTION. YOU NEED TO MAKE A CHOICE

Confidential information from your medical records will be used by the NHS to improve services offered and to provide the best care possible for everyone.

Data will be extracted from GP systems for care.data. This will include such information as family history, vaccinations, information such as your postcode and NHS number, but not your name and this will be used to link records in a secure system with all the places you may receive care—such as your GP, hospital or community service. This will give all the services a complete picture. Your identity is protected. Strict rules controlled by law are in place regarding how your information is used and shared.

If you have concerns please speak to your GP or practice staff.

Information leaflets are available from the waiting room or reception area or you can visit the following websites:

www.nhs.uk/caredata or www.hscic.gov.uk



CHILD IMMUNISATIONS. From the records we sometimes notice that children appear to have missed out on their recommended immunisations. The programme does change from time to time so it is worth checking that your child is up to date. If you are not sure please check your red book which should have been updated. Alternatively, check with our Practice Nurse. There is a leaflet available on reception with the latest programme schedule. Just ask one of the receptionists for a copy.



"Book your own appointments and request prescriptions online"

ON LINE SERVICES - INTERNET ACCESS FOR APPOINTMENTS AND REPEAT PRESCRIPTIONS

book your own appointments and request repeat prescriptions online.

This is a free service. It enables you to book, change or cancel your appointments at your convenience using the internet. Patients access the practice's system via a secure server hosted by EMIS. The 24/7 service allows you to do this without having to speak to a receptionist.

You simply need to ask at Reception for a Registration Form and once this is returned to us, we will provide you with the instructions, ID numbers and PIN to enable you to use the service.

Emergency Appointments

It is very important that all patients are aware that emergency appointments are only given to patients who, once triaged by a GP, are considered to be "real" emergencies with the patient either considered to need immediate attention.

SMOKING CESSATION

Message from Maggie—Practice Nurse

Many of you will have already met me since I started at the surgery. I remain committed to the stop smoking campaign and would like to help you. If you are interested in quitting, you can make an appointment to discuss the options.

Please visit our new website at:

www.grovehillmedicalcentre.nhs.uk

There are links to Facebook/Twitter

IN HOUSE COUNSELLING

For sometime now our in-house counselling service has been provided on Tuesday afternoons at the Surgery by Mrs Pat Helliet, a BACP Senior Accredited Practitioner. Many have benefitted from using the service. Others may be unsure of what is involved.

It is a chance to meet with a trained person in a confidential setting in order to explore a difficulty that you are experiencing. You will be encouraged to talk about your feelings freely and openly in a way that is not always possible with friends or family to a person who neither judges nor gives advice. It is important to bear in mind this may be painful or distressing but hopefully will lead to greater clarity, understanding and resolution.

Sessions are usually weekly, usually for 6 weeks lasting 50 minutes.

There is no cost involved.

If you feel counselling could be helpful, you will need to discuss this with your GP who will arrange a referral

DO YOU SUPPORT OR CARE FOR SOMEONE?

IF THE ANSWER IS YES WHO SUPPORTS YOU?

Carers are people who provide help and support to a family member, friend or neighbour who cannot manage on their own due to physical or mental illness, disability, substance misuse or frailty brought on by old age. Carers can be of any age. Many carers do not see themselves as Carers for different reasons. You may be looking after your:

- Husband, wife or partner
- Siblings
- Friend or neighbour
- Child with disabilities
- Parents

Let the surgery know if you are a Carer

The surgery needs to know if you care for someone to ensure that you are supported effectively.

Collect our forms from reception and we will register you as a Carer. You will then be provided with a Carers Information Pack that contains information to help you support your own health and wellbeing.

Your information will remain confidential within your GP records and will not be shared with other agencies.

We have a Carers Champion – her name is Lin – you can speak to her if you have any questions.

RETINAL SCREENING SERVICE FOR DIABETICS

This service will now be co-ordinated and run by the PCT and not the Surgery.

Patients will be invited by the PCT to attend the Grovehill Clinic for their checks in place of the mobile screening unit which used to park here in the Surgery's car park. If you have not heard from the service by October, please let us know so we can inform the PCT that you require an appointment.

KEEP WARM IN THE WINTER MONTHS

Follow these tips to keep you and your family warm and well in extremely cold weather.

Keep curtains drawn and doors closed to block out draughts. Keep your living room during the day and your bedroom at night.

Have regular hot drinks and at least one hot meal a day if possible. Eating regularly helps keep energy levels up during winter.

Wear several light layers of warm clothes (rather than one chunky layer).

Keep as active as possible.

HERTS URGENT CARE

OUT OF HOURS SERVICE

Urgent Care Centre (Old A&E Dept)
Hemel Hempstead General Hospital
Hillfield Road
Hemel Hempstead
HP2 4AD

Opening Times

Monday to Friday 19.00–08.00 hrs

Saturday, Sunday and Bank Holidays 09:00 - 08.00 hrs

PHONE 111 (or 03000 33 33 33 if you are ringing from outside of the Hertfordshire area)



MUMS TO BE— IMPORTANT Please make sure you let us know the chosen name of your newborn child as soon as you possibly can in order that the child can be registered with the practice.

You can request a copy of our Practice Leaflet from Reception

USEFUL NUMBERS

Accidents/Emergencies	999
Hemel Hempstead General Hospital	0845 402 4331
Grovehill Clinic	01442 255882
Social Services	01438 737400
Police Station	01442 271000
District Nurses	01442 453700
Health Visitor	01442 255882
Midwife	01923 217335

IMPORTANT

Rules & Regulations
An up to date copy of the Practice's Rules & Regulations is displayed on the Notice Board



NHS 111 is an integrated emergency and urgent care telephone access system. In Hertfordshire it will replace the existing NHS Direct and GP out-of-hours phone numbers.