



# The Allan Practice Newsletter

Winter 2017

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### Join our Patient Participation Group!

We are looking for patients who would like to become an intrinsic part of the surgery. As a communication channel between patients and the practice, the aim of the PPG is to improve the quality of service provided by the surgery, keeping the best interests of the patients at its heart. If you are interested in joining, please speak to the receptionist or email: [calcot.ppg@nhs.net](mailto:calcot.ppg@nhs.net)

### Missed Appointments

In October 2017, 133 patients failed to arrive for their appointments. That is roughly 22 hours of clinical time lost. If you do not think you will be able to make your appointment, please contact your doctor's secretary to cancel or rearrange.

## Welcome to the first quarterly Allan Practice Newsletter!

Welcome to the winter, and first, edition of The Allan Practice Newsletter! Our hopes are that these newsletters, which will be produced every three months, will enable us to effectively update you on everything from practice news to NHS health promotions. While we are still finding our feet, we would love to know if there is anything that you would like to see included in these newsletters, so please contact us if there is a subject you'd like to see covered!

We know that online Patient Access isn't everyone's cup of tea, so we have put together our top five tips for getting the most out of the website! Below is our guide for becoming a Patient Access wiz!

Now that winter is well and truly upon us, please take some time to read our 'Winter Health' section, giving advice on common winter illnesses and how best to manage them, including all important information regarding flu, shingles and pneumonia vaccinations.

As well, this December The Allan Practice will be running a charity event for One Can Trust. Further information can be found on the reverse of this newsletter.

Please enjoy this first edition of The Allan Practice newsletter, we hope you find it informative and welcome any feedback you might have!

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## Top Tips for Patient Access Success

### **Make sure that you confirm your prescription order twice!**

Once you've selected the medications that you wish to order, Patient Access will ask you to confirm you've ordered everything you need, but be careful as it will ask you twice! Make sure you confirm it two times to ensure the request reaches your doctor.

### **Ensure that your email address and mobile number are linked to your account**

Doing this will allow you to reset your own password should you ever forget it. If you don't have a mobile number, don't worry! We can always reset your account in surgery.

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## Prescriptions

Please allow 48 hours for all prescription requests to be processed and become available at reception or your nominated pharmacy for collection.

## Annual Asthma Reviews

Have you received a letter reminding you to book in for your annual asthma or COPD review? As the colder months draw in it becomes even more important to make sure that your asthma is being best managed. Please do not ignore reminders, and book in with one of our nurses today!

## Contact Us

Our website has an abundance of information on it to help point you in the right direction for your care. Please visit: [calcotmedicalcentre.co.uk](http://calcotmedicalcentre.co.uk)

## One Can Donation Box

This December there will be a donation box at Reception for patients to donate long-life food items to One Can Food Trust as part of their 'Reverse Advent Calendar'. One Can Food Trust help those who have fallen on hard times and are struggling to put food on the table in and around South Bucks. The box will be at Reception from December 1<sup>st</sup> to December 22<sup>nd</sup>. All donations would be greatly appreciated!

## If you change email address or phone number, let us know!

Failing to let us know when your contact details change can not only cause problems when trying to get in touch with you, but can also stop you being able to log into your account. You can help this by notifying us as soon as your email address or mobile number changes.

## If there's something missing from your prescription order, pop a request in the 'any other information' box

Some medications cannot be listed on your Patient Access account because of how we have to monitor them. If you require a medication you usually have that isn't listed, pop a request in the 'any other information' box when completing your usual order and we can add it to the prescription for you.

## Patient Top Tip: A great way of remembering your User ID is by saving it as a contact in the phone book on your mobile phone!

### New to Patient Access?

Patient Access allows you to book appointments, order repeat medications and view their medical record online. If you would like to sign up, the process is easy! Complete a form from reception and we will email you your initial log in information. Alternatively, you can sign up online, allowing you to book one appointment straight away! *Please note: whichever way you sign up, you will be required to show a photographic ID to gain full access to the site.*

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## Keeping You & Your Family Healthy This Winter

A graphic with the text "STAY WELL THIS WINTER" in bold, blue, sans-serif capital letters. The text is arranged in two lines: "STAY WELL" on the top line and "THIS WINTER" on the bottom line. The graphic has a white background and a subtle drop shadow.

Staying active, eating healthily and drinking plenty of fluids is the best way to stay in tip top health this winter, however if you do come down with an ailment there is plenty that you can do at home to help you feel better!

Common colds, sore throats and blocked noses can all be helped by over the counter remedies. Your local pharmacist will be able to advise you the best treatments for your symptoms.

You can help stop most winter illnesses, such as the common cold and norovirus, from spreading by washing your hands regularly and sneezing and coughing into a tissue.

If you do become unwell, it is important to stay well hydrated, especially if you become affected by norovirus.

You won't necessarily need to see your GP, but if you are worried about long-lasting illness, an elderly person, a child or severe symptoms, call your doctor's secretary to book an appointment.

Over 65? Pregnant? Living with a chronic illness? These are all reasons to get the free NHS flu vaccination! Full guidelines can be found on the NHS website.

Aged 70-75 or 78/79? You may be eligible for a shingles vaccination! Contact your doctor's secretary to find out if you can receive it.

Over 65 or living with a chronic illness? You may be entitled to a pneumonia vaccination, one injection lasts for life! Contact your doctor's secretary to check if you're eligible!

For more information on Winter Health visit: [www.nhs.net/winterhealth](http://www.nhs.net/winterhealth)