

Harleston Health

Appointments

The Practice is **trialling** a new appointment system. The aim is to provide more timely access to appointments by providing a mix of same day and next day routine appointments.

Previously our patients found the waiting time for a routine appointment frustrating and therefore all GP appointments will now be available for booking either the same day or the next day. Clinicians will continue to ensure that patients requiring a follow up appointment are offered this at the time of their initial consultation. There will always be an On-Call GP available each day to see/telephone any patients who have not been able to obtain a routine appointment and who feels they have an urgent need to be seen /telephoned the same day.

Evening appointments are available on a Monday and can be booked one week in advance.

PPG News

We have reformed the PPG and at our first meeting on 3rd Dec Peggy Phinn was elected Chair and Sue Olver as Secretary.

Peggy thanked the Members for electing her and Geoff Doggett who had been the interim Chair for the last 3 months, she added the group are looking forward to building a strong working Partnership with the surgery.

The PPG will hold a surgery survey regarding GP appointments in the New Year. Please participate if you have the opportunity. We will publish the results in a News Letter.

In 2015 the PPG will host Open Events with the Surgery, and we look forward to meeting many of you.

PPG Meetings



Next meeting: Wednesday 14th January @ 10am at Paddock Road Surgery

Online Booking



We offer the ability to book and cancel next day online GP appointments via our website www.harlestonsurgery.co.uk. If you are already registered to use our online prescription service you may use the same log in details. If you are not yet registered for online services you will need to come to the surgery in person with photo-ID or a recent utility bill. Ask the receptionist for details of how to register for SystemOnline. We will then supply you with a username and first password. If you are unable to obtain an appropriate appointment online please contact the surgery to enquire about further availability. Online appointments are made available each day and are on a first come, first served basis.

Cancellation Line



Should you need to cancel an appointment you may do so by calling the dedicated cancellation line on **01379 855908** & leave a message

Staff News



We continue to advertise for a new GP and in the interim the Partners continue to provide extra sessions to meet patient's needs.

We are also fortunate to have Dr Lo and Dr Dhas working as regular locums at the practice. Book online, by telephone or in person.

Please contact the surgery if you would like more information on the Patient Participation Group.

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continued

Guide to appointments



Please see our guide to appointments on our website or ask reception for a copy. It provides information on how to access our appointments and also alternative services. Patients have found this guide very useful.

Managed repeats



Would you like to make just one journey a month to the dispensary? We are able to synchronise your prescription to ensure that all your medications are due at the same time. Please ask in the dispensary about this service.

Dispensary Survey



We would be grateful if you would complete this survey about the practice dispensary. We want to provide the highest standard of service. This survey will be fed back to them to help them identify areas for improvement. Your opinions are very valuable. Please answer ALL the questions you can.

Test Results



Should you wish to enquire about test results please call **AFTER** 11.30am. Please also bear in mind that a clinician will only contact you regarding your results if further action is required.

Health Checks for over 40's

If you are aged 40- 74 and have not already been diagnosed with one of the following conditions: heart disease, stroke, diabetes, kidney disease and certain types of dementia, you are invited to attend a health check at the surgery once every 5 years to help reduce or manage the risk of these conditions.

Shingles

If you were aged 70, 78 or 79 on 1st September 2014 you will be invited to receive a shingles vaccination between now and 31.08.2015. Please wait to be called for this vaccination appointment.

Smoking cessation

The smoking cessation adviser is at the surgery 1 afternoon per wk. Please call the Smokefree Norfolk helpline directly on 0800 0854113 should you wish to make an appointment.

Health trainer

The Norfolk and Waveney Health Trainer is at the surgery on a Wednesday morning. They can offer free advice and support on:

- Giving up smoking- for good

Flu Jab- Have You Had Yours???



If you are eligible for a flu jab and have not yet received it please contact reception on 01379 853217 or 01379 852213 to arrange.

Christmas and New Year Opening Times

Please see our website or posters at the surgery for details of our opening and medication ordering times over the festive period.

