

## Newsletter    October 2016

### Flu Vaccinations

**The flu season is upon us and now is the time to get your vaccination if you:**

- ✓ Are pregnant
- ✓ Are aged 65 or over
- ✓ Have Diabetes
- ✓ Have Asthma, COPD or a long term lung condition
- ✓ Have a long term heart condition
- ✓ Have a long term condition affecting your brain or nervous system
- ✓ Have a long term condition of your liver, kidneys or spleen
- ✓ Have a condition relating to your immune system.
- ✓ Are a carer for someone with one of these long-term conditions

At best flu is miserable but if you are in one of these groups flu can cause serious illness or even death which is why The Department of Health recommends you get vaccinated.

We have appointments throughout the week for our nurses to vaccinate you or if you are seeing the doctor or nurse and are in an eligible group ask them to give you the jab.

We also will be holding:

Walk in clinics on Wednesday on 12<sup>th</sup> and 26<sup>th</sup> October between 18:00 and 19:30.

Booked Saturday clinics on 7<sup>th</sup> October and 5<sup>th</sup> November.

### Change of Doctors

At the end of November, Dr Annabel Crowe is leaving The Albany Practice after twenty two years. Whilst we will be sorry to lose her she is leaving to concentrate on her role as Hounslow clinical lead for mental health and our loss is very much their gain.

She will be replaced by Dr Trib Verde who will be working Monday, Tuesday, Thursday and Friday. Having a second male doctor will make it easier for those patients that prefer to see a man and we are confident that he will be a great asset to the practice.

### Appointments

In common with most GPs, we are experiencing high demand for our face to face appointments.

We have appointments that become available each day. There are appointments to book:

- ✓ On the same day
- ✓ Two working days later and
- ✓ Up to three weeks ahead

If you feel that you urgently need to see a doctor today and all the appointments have been booked, we can put you down for the Duty Doctor to call you back. They may be able to help you without seeing you or, if they think they need to see you today they will do so. However the duty doctor deals with a large number of calls in a day and ensures that anyone with a genuine urgent need to be seen is brought in and so there are some things that they do not deal with even if they are the doctor that you need to see for that issue:

- Repeat sick notes: these can be backdated and it is our practise that these are dealt with by the doctor that gave the last certificate.
- Medication reviews.
- Repeat prescriptions. These need to be ordered between a week and two working days in advance of your supply running out. They can be ordered via the automated system if you are registered to do so or online if you are registered for that. You can send us an email to: [HOUCCG.albany@nhs.net](mailto:HOUCCG.albany@nhs.net) with your request or come into the practice and fill in a request form. **The receptionists cannot take orders for repeat medication over the phone.**
- Queries about referrals.
- Discussions about test results.

Single face to face appointments with the doctor can be made:

- ✓ On line if you have registered to do so
- ✓ Over the phone without speaking to a receptionist
- ✓ Over the phone or in person with a receptionist

Appointments are standardly 10 minutes and so you need to book through the receptionist if:

- ✓ You have a number of problems to discuss
- ✓ Need an interpreter
- ✓ Have five or more tablets and need a medication review
- ✓ Are booking an appointment with a nurse

The receptionists want to help you and they will be leading you through questions that help them to make sure they give you the right appointment at the right time with the right person. When all the appointments that they can book for the day are gone; they cannot book extras; the duty doctor is the only person that has appointments and they book them directly after talking to people on the phone.