



# Practice\* Newsletter

\* for those unaware, we are one practice consisting of two surgeries

Welcome to the latest issue of Chilwell Valley and Meadows Medical Practice newsletter. We produce an issue on a regular basis to keep you up to date on the latest news from the surgery.

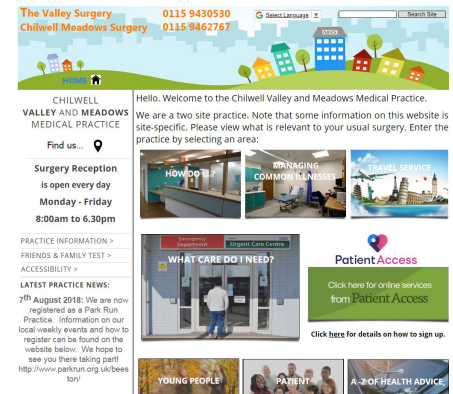
We have a fresh new look to our website. It can be accessed from any of the following links:

[www.chilwellvalleyandmeadowsmmedicalpractice.co.uk](http://www.chilwellvalleyandmeadowsmmedicalpractice.co.uk)

[www.thevalleysurgery.co.uk](http://www.thevalleysurgery.co.uk)

[www.chilwellmeadowssurgery.co.uk](http://www.chilwellmeadowssurgery.co.uk)

On it you will find all sorts of useful information about the surgery, other services and self-help. Please go and have a look!



## Have you changed your address or other details (e.g. mobile phone number) recently?

Please make especially sure your mobile phone number is up to date as we now have a text messaging service that your doctor/the surgery is using. This is to let you know about appointments or provide other information for you. You can opt out of this service but we find it a useful way of making contact and are aiming to use this more regularly.



Travel vaccinations— we have recently made some changes to our travel health advice service — please complete the online form 8 weeks in advance of any planned travel to ensure you receive advice from our nursing team!! Details can be found on the homepage of our website.

## It's flu vaccination season!

You are entitled to a free flu vaccination if you fall into one of the following groups of people:



- Aged over 65yrs
- Carers—if you are a carer for somebody
- Aged 6m to 65yrs with a chronic condition such as asthma, diabetes, heart disease etc. ('at risk' group)
- Children aged 2y and 3y

(All children aged 2 & 3 or in an 'at risk' group are eligible for the nasal spray—so no needles!)

**Please book your appointment now if you haven't already done so!**

## Our appointments system—how it works

We have several different types of appointment:

**Urgent (same day)**—intended for problems that need to be dealt with a matter of medical urgency. Please try and ring early in the day.

**Soon**— for problems that are not urgent but need reasonably quick attention. We aim to offer an appointment within 3 days. This may not be with the GP of your choice.

**Routine**— these can be booked several weeks in advance and are best suited to follow up of continuing problems with a doctor of your choice.

We can also offer **telephone appointments, nurse appointments** and, when appropriate, **home visits**.

**Remember: a GP appointment is 10 minutes long. If you need to discuss more than one problem please make separate appointments.**



## New ways of ordering your regular medication



The simplest way is to order online. If you go to our website (details overleaf) you will find information on how to register for online access. You can order your regular medication and book appointments using your mobile phone, tablet or PC at work or at home. If you are unable to do this you can still drop your prescription request off at the surgery or post it to us. Please ensure you allow sufficient time for us to process the request before you run out of medication (48 hours after receipt of request).

### *Can't attend your appointment?*



We know life gets in the way of your best laid plans sometimes. If you need to cancel your appointment please let us know as soon as you can so we can give it to someone else. The simplest way is if you are receiving text reminders you are able to text us to cancel (the instructions are in the reminder) or if you have online access you can cancel it there. Otherwise please ring us as soon as you are able.

### Your NHS is precious—please use it wisely!

Did you know the average cost...

- of a GP appointment is £22.60?
- of a 999 call is £7.81
- of an A&E attendance is £138
- to send out an ambulance is £180



Remember—you pay for this!

### Carers

Are you a carer? Carers are people who look after family, partners or friends who are ill, frail, have a disability or a mental health problem. They may be caring for another adult or be a parent of a disabled child. The care they provide is unpaid. An estimated 5% of people in Nottingham are carers. Please ask at reception for further information.

There is national initiative from the Department of Health called Carers Direct which provides information, advice and support for carers. You can visit the Carers Direct website at [www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect) or call the helpline on **0808 802 0202**

### Changes to how the NHS prescribes 'over the counter' medicines for minor health conditions

In March 2018, NHS England published guidance about reducing the prescribing of medicines or treatments for certain conditions that are available to buy over the counter. Pharmacists can advise patients on self-care and also on which are the lowest cost versions of medicines available.

This means that certain medicines may no longer be prescribed if you can buy them 'over the counter'. The NHS has to make difficult choices about what it spends taxpayer money on and how much value the taxpayer is getting for that money. More details here: <https://tinyurl.com/yalrxm3w>