

# Golden Valley Practice

## Newsletter Winter 2019



Welcome to our Christmas edition of the Newsletter.

The Flu Clinics this year were a success; we did both Ewyas Harold and Peterchurch Clinics on Saturday 5th October. Further clinics were also held in the following weeks and we administered over 1100 flu injections at these Clinics.

Flu Clinic was made more complicated this year by the fact that the under 65s and over 65s received a different injection and due to a national shortage of the under 65 vaccination, we did run out of vaccines. If you haven't yet received your flu vaccination and would like one, please see below for how to access.

Please note our Christmas opening hours for both Ewyas Harold and Peterchurch Surgeries.

*In a genuine emergency you should call 999. If you need medical attention or advice outside surgery hours, please call 111. For a GP appointment, patients can also contact Taurus Healthcare directly on 0800 121 7221 between 6.30pm - 8.30pm weekdays and between 8am - 8pm on Saturday, Sunday and Bank Holidays.*

Please can you make sure that you have ordered your medication in plenty of time and have enough to last over the Christmas break.

I would like to wish you all a Merry Christmas and Happy New Year.

*Alex Price*

Practice Manager

### Christmas Opening Hours

#### Ewyas Harold Surgery

Christmas Eve	8am-4pm
Christmas Day	Closed
Boxing Day	Closed
Fri 27th December	8am-6pm
Sat 28th December	Closed
Sun 29th December	Closed
Mon 30th December	8am-6pm
Tues 31st December	8am-6pm
New Years Day	Closed
Thurs 2nd Jan	8am-6pm

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#### Peterchurch Surgery

Christmas Eve	8am-1pm
Christmas Day	Closed
Boxing Day	Closed
Fri 27th December	8am-6pm
Sat 28th December	Closed
Sun 29th December	Closed
Mon 30th December	8am-6pm
Tues 31st December	8am-1pm
New Years Day	Closed
Thursday 2nd Jan	8am-1pm

### Flu Injections

If you haven't received your flu injection yet and you fit into any of the categories below, please contact the Surgery to make an appointment.

If you are 65 or over, asthma, chronic obstructive pulmonary disease, chronic heart disease, diabetes, chronic kidney disease, chronic liver disease, chronic neurological disease, people who are immunosuppressed, pregnant women or carers.

The shingles and pneumonia vaccination is available for patients who had a letter of invitation from the Surgery.

## Social Prescribing Service

A Social Prescriber is a non-medical professional who works towards linking people in with services, information and advice that will improve the physical, mental and emotional health and wellbeing.

They do this by:

- ◆ Meeting with you to chat about your issues, needs, wants, interests and identifying any barriers preventing you from achieving them
- ◆ Work with you to explore options that will aim to improve your wellbeing
- ◆ Look at all non-medical forms of support, advice and information that will fit your personal circumstances
- ◆ Enable access and support to services that will meet your needs
- ◆ Help you overcome personal barriers such as personal situations, poor mobility, mental health issues, loneliness or isolation, lack of access to transport and low mood or confidence
- ◆ Link you in with local community resources in your area
- ◆ Aim to achieve an outcome which is realistic and sustainable
- ◆ Give you the tools and information to make information choices about your daily life

Your Social Prescriber is Rowana and if you would like to speak to her in confidence, please speak to your GP or Nurse who can arrange an appointment for you.

## Patient Online Access to Medical Records

Online access allows you to book routine appointments, change personal details, order repeat prescriptions and access summary medical information (medications, allergies and adverse reactions) over the internet. You may also request access to detailed information on your medical record, i.e. Information held in coded form. You can only use the access for yourself i.e. we cannot issue joint access details for more than one member of a family. Unfortunately this is not available for patients under the age of 16.

You must register in person at the surgery to obtain a username and password to use the service. Photographic ID is required (e.g. passport, driver's license). Please ask at the Surgery if you would like any more information.

## **MJOG Text Reminder Service**

**We have had the facility to send you a text message reminder 24 hours before your appointment for a couple of months now and it has been very successful. If you haven't already done so, please ask a receptionist to update your information if you wish to use this service. We also use this service to send out reminders for Flu clinics etc.**

**Alternatively, you can download the MJog Messenger App to your phone. Please go to the website [www.goldenvalleypractice.co.uk](http://www.goldenvalleypractice.co.uk) where you can click on the link.**

**Text reminders have helped reduced our missed appointments from an average of 124 per month to 103 last month.**

## **Missed Appointments**

During the month of November **103 patients** failed to attend their appointments at the Surgery.

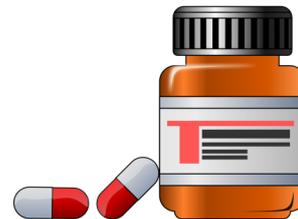
Due to the increased demand for appointments, it is essential that appointments are not wasted. **PLEASE CANCEL YOUR APPOINTMENT IN PLENTY OF TIME IF YOU ARE UNABLE TO ATTEND.**

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## Dispensary Update

Please allow 2 working days between ordering your medication and collecting. Please make a note of your collection date it won't be ready before.

ORDER	COLLECT
Monday pm	Wednesday pm
Tuesday am	Thursday am
Wednesday pm	Friday pm
Thursday pm	Monday pm
Friday am	Tuesday am



You can order your medication in different ways:

- ◆ Post
- ◆ Internet
- ◆ Re-order when you collect
- ◆ Face to face

We are no longer accepting fax or email requests.

Please make sure you re-order your medication, unfortunately we cannot do it while you wait.

### **Your medication is your responsibility.**

- We accept card payments, including contactless
- No prescription will be given without payment
- We are no longer able to dispense hospital/dentist or private prescriptions

The dispensing process:

1. You hand your repeat prescription in
2. A dispenser will produce a green prescription
3. Your prescription awaits to be signed by a doctor
4. Once signed, a dispenser will pick your items and order where necessary
5. A different dispenser will then label and check your items
6. It is then placed in a bag awaiting collection

This process usually takes at least 48hours

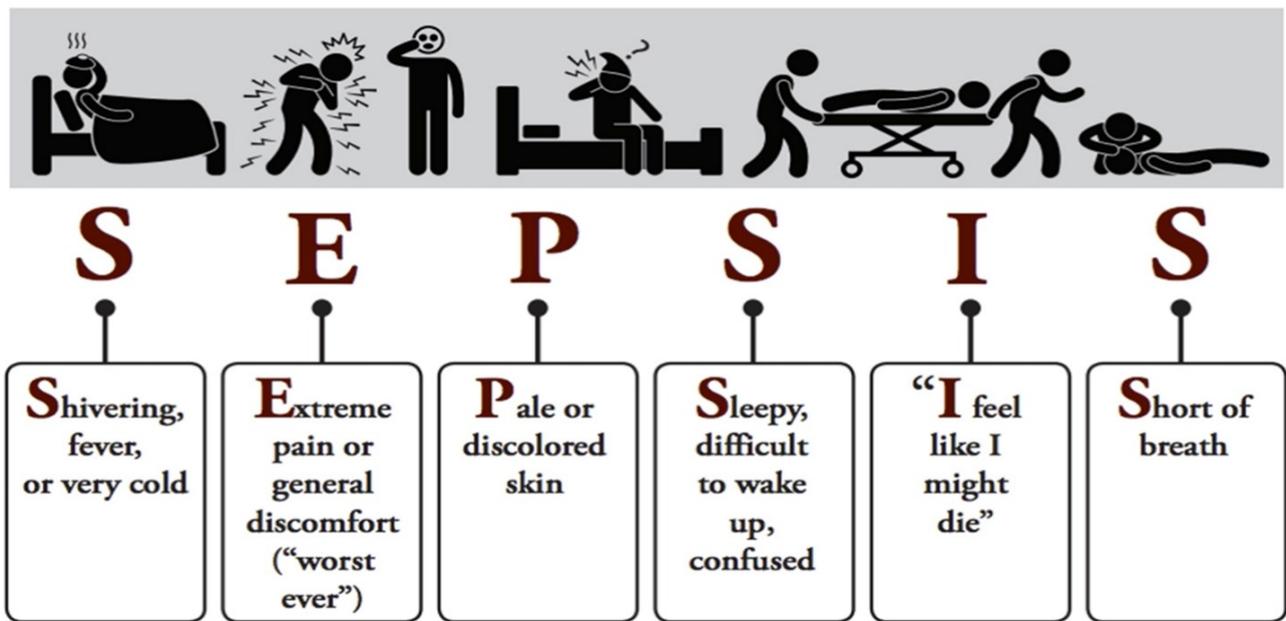
**Please can you ensure that we that we have your up to date contact details.**

## Sepsis

Sepsis is a reaction to severe infection. It can involve many different parts of the body. The germs causing the infection can be bacteria, viruses or fungi. Sepsis is a medical emergency but early treatment in Hospital saves lives obtain medical help immediately.

Any infection can develop into sepsis, from a simple cut to a urine infection, chest infection to a post-operative infection. Following simple advice such as keeping a wound clean and dry and ensuring we drink plenty of fluids can all help us recover from infection. Sometimes additional medications are needed and prescribed by your GP surgery or Hospital, such as antibiotics. Fortunately, only a small number of cases develop into sepsis.

The symptoms of sepsis can be very vague. You should always seek urgent medical advice or get straight to Hospital if you think you or someone close to you may have sepsis. Not everyone will have typical symptoms or signs. For example, the very old or very young and people who have problems with their immune system can develop unusual features and this can make diagnosis more difficult.



If you have any concerns, then please do contact the Surgery or the Out of Hours Service on 111.

**For the most up-to-date information please look at our website:  
[www.goldenvalleypractice.co.uk](http://www.goldenvalleypractice.co.uk)**

## Community News

The St Michaels Hospice bus has now made one visit to the village. The next one will be on the last Wednesday in January, please try and pop along and see what they have on offer. They are hoping to site the bus on the church carpark next to the surgery for the next visit to make it more accessible to those who don't have transport.

The Peterchurch Hub is up and running at St Peters Church in the village. They are offering a wide range of services including a café and a library. Please the website <http://www.hubcommunity.org/> for more information and opening hours.

