

# Stonebridge Surgery

# Newsletter

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[www.stonebridge-surgery.co.uk](http://www.stonebridge-surgery.co.uk)

## Wrap up warm this winter

More information can be viewed  
online at: [www.nhs.uk](http://www.nhs.uk)

**W**ind chill can make a big difference to the temperature. Make sure you are adequately dressed.

**I**cy roads and footpaths are very dangerous and if there is black ice it is often difficult to see.

**N**ever drink and drive; it is so easy to be tempted at this time of year. Don't resort to alcohol to warm yourself up.

**T**raveling long distances can be tricky in bad weather. Have some food, a warm drink and blanket in your car just in case you get stuck.

**E**veryone should have a stock of simple remedies for colds and sore throats etc. in their home.

**R**emember, make sure your home is Fire Safe, take notice of all safety warnings issued.



### The 'Flu season is upon us

#### **Annual flu vaccination;**

Patients at risk of flu due to a medical condition or age, and their carers, are invited to have their annual flu vaccine. Flu vaccination provides the best protection against an unpredictable virus, and it is the best overall way to protect yourself and your family from flu.

Once again we are in the grip of winter weather together with all the problems the cold and damp can bring. We encourage patients to take advantage of the 'Flu vaccinations. It is also important for people over the age of 65 to be protected against pneumonia; this is a 'one off' injection and can be arranged at the reception desk. vaccinations. It is also important for people over the age of 65 to be protected against pneumonia; this is a 'one off' injection and can be arranged at the reception desk.

## Surgery News

Our Surgery recently updated the telephone system which resulted in new telephone numbers for the surgery:

APPOINTMENT LINE 01772 214820

PRESCRIPTION LINE 01772 214822

RESULTS LINE 01772 214823

### Online update

Did you know that we provide lots of interesting and useful information on our website:-

[www.stonebridge-surgery.co.uk](http://www.stonebridge-surgery.co.uk)

### ONLINE appointments

Online appointments are available to patients; **Please see our Receptionist to receive your Patient Access registration form.** *\*\*Patients need to provide PHOTO ID upon request for registration\*\**

### **PATIENT ACCESS what is this?**

Patient Access is an online service provided by EMIS Health. Patient Access provide the clinical system that we your practice uses and which you connect to through Patient Access. Your Patient Access account is configured and looked after by our

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practice, so you will sometimes need to contact us directly if you're having problems.

You will be able to benefit from the online service enabling you to:-

- \* Book your appointments to see one of our GPs online
- \* Issue online repeat prescription requests
- \* Medical Record viewing; Medications, Immunisations and Allergies.

**Appointments are for 10 minutes** but if you think you will need longer you can request a longer one or if you have more than one problem you can request a double appointment from the receptionist. If all available appointments have been taken and you have an emergency, arrangements will be made for you but we cannot guarantee which doctor you will see.

### **Friends and Family Test**

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether their patients are happy with the service provided.

The results of the FFT are published at monthly intervals on both [NHS England](#) and [NHS Choices](#) websites.

You can give anonymous feedback in Surgery by completing a short feedback sheet and posting into the

box in reception or by using the link on our website.

We listen to our patient feedback and continually think of improvement initiatives to offer you a service you expect and more. We have done our best through-out the year as a surgery to always communicate with our patients; face to face, posters/notices around reception, letters and via our website; [www.stonebridge-surgery.co.uk](http://www.stonebridge-surgery.co.uk).

We continue to improve the care we provide within the surgery by the way our Reception and Administration team function. We are planning to improve and make changes to our Reception team to enhance patient experience. This work will take place into the New Year and we will communicate these changes with you.

## **Nurses' Notes**

This winter is forecast to be particularly cold. We would like to remind patients, especially the elderly and frail; please ensure you keep warm and well. There are still some 'Flu vaccines available and the pneumonia vaccinations are available all year.

Make sure you have remedies for coughs and colds in the home. If you are wary of going out in the icy weather, ask someone to do the shopping for you. Most people are only too willing to help. Be aware of bogus callers at the door – don't let anyone in who you don't know.

We nurses would like to thank all patients who attended the Saturday 'Flu clinics. This helped us a great deal, it takes a lot of pressure off the normal workload during the week.

# **Stonebridge Surgery Newsletter**

We are kept very busy seeing patients booked into our appointments; this means we are unable to see people who just happen to 'pop' in to see us. The speciality clinics are usually full so if you need care for diabetes, asthma, COPD or other chronic conditions please ring for an appointment at the clinics.

If you are already planning holidays in the sunshine, be aware that you may need extra inoculations against disease. Check with the nurses. We can give travel advice for all areas of the world.

We would like to remind patients that routine blood tests are carried out at the Longridge Hospital three times a week; Monday afternoons and Wednesday and Friday mornings without an appointment providing that you have the necessary form from the surgery.

## **Summary**

With the onset of winter doctors advise to keep simple remedies in the home i.e. cough linctus, cold remedies, pain killers. They also recommend that patients get protection against 'flu and where indicated against pneumonia.

We are all here to help patients and if you have any queries or problems regarding your healthcare there is always someone at the surgery who can assist.

All members of the practice are grateful for all the support and encouragement received from patients throughout the year. We do hope you all cope with the winter and have a happy and enjoyable Christmas – and you won't need to see your doctor!!!

## SURGERY OPENING HOURS OVER FESTIVE SEASON

Thursday 24th December	Morning Appointments (8am– 1pm)
Friday 25th December	<b>Bank Holiday Christmas Day – Closed</b>
Saturday 26th December	Closed
Sunday 27th December	Closed
Monday 28th December	<b>Bank Holiday Boxing Day – Closed</b>
Tuesday 29th December	Open as usual (8am-6:30pm)
Wednesday 30th December	Open as usual (8am-6:30pm)
Thursday 31st December	Morning Appointments (8am– 1pm)
Friday 1st January	<b>Bank Holiday New Year’s Day – Closed</b>
Saturday 2nd January	Closed
Sunday 3rd January	Closed
Monday 4th January	Open as usual (8am-6:30pm)

