



The Argyle Surgery Patient Newsletter Summer 2011

Welcome to our summer newsletter. It has been a busy few months at the surgery and we are keen to keep our patients up to date and involved with the services we provide.

You will have noticed some building work at the surgery. This has been to provide a new consulting room downstairs. We apologise for any inconvenience and aim to be delivering services from the new room by August.

Staff changes

The Team at The Argyle Surgery is always striving to help and we have a few new additions. We are delighted that Beth Moyses has joined our reception team. Mina Patil has joined us as a Health Care Assistant and Cornelia Harte is a welcomed new Practice Nurse. Sarla Shah has sadly left our reception team and is greatly missed.

Travel Vaccinations

As summer arrives you may be thinking of holidays to exotic places so please remember to check if you need any vaccinations before you travel.

NHS Choices (<http://www.nhs.uk>) has lots of advice as well as <http://www.fitfortravel.scot.nhs.uk> which will tell you what you may need depending on where you are travelling. We run a Travel Health clinic once a month. Appointments can be booked by contacting reception.

It is essential that you complete our short questionnaire before booking an appointment. This allows us to ensure we have your required immunisations in stock. Travel health questionnaires are available for download on our website at www.argylesurgery.com or at reception.

We are a designated Yellow Fever centre and our nurses are fully trained in all aspects of travel health advice. Please make an appointment to see one of the nurses at least 6 weeks before you travel - this is important as vaccination against some diseases requires a course of injections and can take up to 2 weeks to give you full protection once you have finished the course. Each member of your family will require separate appointments.

Travelling abroad always has some risks to your health but by ensuring you have the correct vaccinations and you take certain precautions you can minimise your exposure to most major health hazards.

Travel advice leaflets are available at the surgery or can be downloaded from our website. Not all immunisations are free on the NHS and so a list of prices is also on our website under Services | Travel Health.

Measles, Mumps and Rubella immunisation (MMR)

Ninety per cent of two-year-old children in the UK have received their first dose of the MMR vaccine - the highest level for 13 years, says the Health Protection Agency.

But this is still short of the 95% uptake rate which would stop the spread of the disease in the community. The first MMR vaccination is given to children at around 13 months of age, when the immunity the baby got from its mother fades. Children are given a booster dose before they start school (usually between three and five years of age).

Between 5 and 10% of children are not fully immune after the first dose. The booster gives increased protection, and less than 1% of children remain at risk after it. We have a special clinic for childhood immunisations that runs every Thursday afternoon from 2.30pm.

Surgery Pod

We have an exciting new addition to the Surgery in the shape of our Surgery Pod. This is a computer which is currently found at the bottom of the stairs and can help you in a large number of ways. The Pod can help you with taking your blood pressure, measuring your height and weight as well as guiding you through some of our health checks needed to register.

If you are permanently registered with us please touch the screen to choose a language and follow the prompts to enter your name. **Please enter your full name that you are registered under and your full date of birth.**

If you are doing a New Patient check you will need a code from reception.

There are a number of other options which you may like to look at.

All the details that you input will be submitted directly into your medical record. If you encounter any problems please ask reception for assistance.

New Telephone System

We are pleased to announce the launch of our new 24hr telephone appointment booking system. This is available as option 1 from the main menu when you call us. This system allows you to check, make and cancel appointments with our doctors or nurses.

This system does have a few requirements. We have published a full 'Frequently asked questions' on our website.

To be able to use this service you will need: a touchtone phone, to be permanently registered patient. We also need to have your correct date of birth and telephone number on file.

You can book 10 minute routine appointments with the doctor, nurse practitioner, nurse or phlebotomist (blood test clinic on Thurs mornings).

If you are booking a blood test please remember to bring your blood test form with you on the day. If you do not have this it may significantly delay or lead to the cancellation of your appointment. Please note all blood tests are processed at Ealing Hospital..

If you are unsure or having a problem being recognised please contact our reception and they will be able to help. **Reception is available as on option 3 during opening hours.**

The Surgery offers a wide range of specialist appointments and at the moment these cannot all be catered for by this system. Please see our website for a full list of services offered at the surgery and for more information at www.argylesurgery.nhs.uk

Online Appointments

As many of you are aware we have been piloting our own online appointment system through our website. We have been working with Vision - the clinical software used in our practice to overcome some of the limitations of our existing system.

We are pleased to now launch our new and improved online appointment system which will enable you to book, check and cancel a larger amount of routine appointments on the internet. We hope within a year to extend the facilities available online including repeat prescription requests and online access to your records.

The new system is called available at www.myvisiononline.co.uk and will be available as a link from our website www.argylesurgery.nhs.uk .

If you are already signed up to our online appointment system we will be contacting you shortly to explain how we will be changing you onto the new system.

If you are interested in signing up to this please give your email address to reception and make sure that we have your up to date contact details.

Healthpoint

The Healthpoint is a helpful machine that can be located in the waiting room. This touchscreen can answer many questions you may have on various illnesses and drugs. It is also full of useful advice so please feel free to have a look whilst waiting for your appointment to be called.

Patient Participation Group

We are very eager for volunteers to join our Patient Participation Group. This is a group of patients and practice staff who meet at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the practice to the patients. If you are interested in becoming involved then please leave your name with Reception or email us at argyle.surgery@nhs.net.

Family Medicine Chest

We have made a list of over-the-counter medications and medical supplies which everybody should have available in their house. Next time you're out shopping, it might be worth popping in to your local pharmacist to stock up.

Paracetamol tablets

Elastoplast plasters

Antiseptic solution

Calamine lotion

Crepe bandage (3in. wide)

Cotton wool

Thermometer

Menthol (Vicks / Olbas oil) (for steam inhalations)

Waspese – for bites and stings

Antihistamines – for allergies (eg cetirizine or loratidine)

FOR CHILDREN:

Paracetamol for children preferably sugar-free (e.g. Calpol)

Antihistamines for children (e.g. piriton)

Dioralyte sachets for diarrhoea

Local Services

We have updated our website with local programs run by the council , Ealing PCT and some voluntary organisations. These include Physical activity opportunities, active Ealing leisure pass, Disability swim sessions, Cycle training, and SMOKEFREE Ealing. Please see our website for more details www.argylesurgery.nhs.uk

This newsletter was written by the clinical team at the surgery.

If you have any questions or concerns regarding the newsletter, please email argyle.surgery@nhs.net