**SPRING HILL MEDICAL CEN NEWSLETTER**

(accessible version)

September 2019

**Flu Clinics**

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| 28th September 2019\***SATURDAY FREE WALK IN FLU CLINIC** | 9.30am to 2.30pm | Spring Hill |
| 5th October 2019\***SATURDAY FREE WALK IN FLU CLINIC** | 9.30am to 2.30pm | Spring Hill |
| 23rd November 2019\***SATURDAY FREE WALK IN FLU CLINIC** | 9.30am to 2.30pm | Spring Hill |

\* Applies to patients who are OVER 65’s OR on an “at risk register” e.g. diabetic, COPD, Chronic heart disease, pregnant woman, immunosuppressant and carers. From 18 to 64 years on an “at risk register”. Under 18 years please book an appointment with the Nurse for nasal flu from 20th October 2019.

**Telephone Triage Appointment System**

We are here to improve access to help you.

**How does it work?**

This may be appropriate in cases when patients **wish to discuss blood results, hospital letters or X ray/scan results**. However if the patient needs to come in then an appointment will be made with the appropriate healthcare professional be it a GP, Practice Nurse or Healthcare Assistant.

Any patient who requests a Doctor’s appointment will receive a phone call from the Doctor. The doctor, after speaking to patients decides to either bring them in to an emergency clinic set up precisely for that purpose on the day or book them in to be seen on another day. However the problem may also be dealt with appropriately in another way. (E.g. blood test arranged, referral completed, appointment with Practice Nurse arranged or prescription query discussed) this system has been used successfully for several years now in many GP surgeries.

The telephone triage system will operate all day **along with our existing appointment system of face to face appointments and consultations with a clinician at the Practice.**

**Return of Citizens Advice Bureau**

We are pleased to announce the return of this ‘drop in’ service to Spring Hill Medical Centre! Every fortnight from 10.30am.

**Dates are:**

September 17th

October 1st, 15th and 29th

November 12th and 26th

December 10th 2019

**Announcement**

Spring Hill Migration over to EMIS Web Clinical System 17 October 2019

**What this means for you?**

1. From **16th September we will issue 2 months’** worth of medication to ensure you do not run out during our migration.
2. **Be patient!** During 17th to 31st October
When we go live with this system; there may be slight delays to waiting times/ clinic times and or/ documentation coming into and out of the practice.
3. Improve patient access (more time with the patient, less time training).
4. Improve the continuity of care across primary, secondary, community and specialist sectors.
5. Deliver high-quality and informed treatment.
6. Enhance the patient experience.

**Scarecrow Festival**

PLEASE COME AND SEE OUR ENTRY FOR THE SCARECROW FESTIVAL/ TRAIL WEEKEND!

21st and 22nd September – FREE family fun.

New Arley, Old Arley and Ansley Village.

**Coffee Morning**

We will be participating in the World’s Biggest Coffee Morning on Friday the 27th of September 9.30am – 11.30am at Spring Hill

**Christmas 2019 and New Year Prescription Ordering and Opening Hours**

If you will run out of medicines between the 23rd December and the 2nd January, please order the items you need between the 13th and the 19th December and not before please. **There is no need to order extra or more than usual.**

**Our Christmas and New Year surgery hours are:**

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| Tuesday | 24th December | Normal Hours |
| Wednesday | 25th Christmas Day | Closed |
| Thursday | 26th Boxing Day | Closed |
| Friday | 27th to Tuesday 29th | December Normal Hours |
| Wednesday | 1st January 2020 | Closed |
| Tuesday | 2nd January 2020 | Normal Hours |

**Home Visits**

If you are too ill to come to the Practice and you require a visit at home, please call the surgery **before 11am**. Home visits take up much more of a doctor’s time than a consultation in the practice, so if you are mobile please come into the surgery to be seen. We will not visit patients due to transport problems.