

Greenside Group Practice

88 Greenside Road, Croydon, Surrey, CR0 3PN
Tel. 020 8240 0072 Fax: 020 8240 0074

26 Lennard Road, Croydon, Surrey, CR0 2UL
Tel. 020 8680 2270 Fax: 020 8649 8763

Spring Newsletter

Welcome to the Spring newsletter from the Greenside Group Practice. We have lots of news and information to share with you.

Foreign Travel

Are you travelling abroad this summer? Do you know what vaccinations you need to travel? Are your vaccinations up to date? Diseases such as malaria, cholera and typhoid are common in some parts of the world but protection is easily available before you travel. Please ask to speak to one of our nurses, Sian or Helen, to check what vaccinations you might need and for general travel advice, ideally at least 4 weeks before you travel. Don't come home with more than just a case full of duty-free!



Hayfever

If you suffer from seasonal hay fever without complications, and usually get a prescription from us then you do not need to make an appointment to see a GP. Just request a repeat prescription or ask for a GP to call you if you would like to discuss your symptoms ring and they will be able to discuss your symptoms and usual course of treatment over the telephone, and then provide you with a prescription. If, however, you have not previously suffered with hay fever; if you have never previously needed medication, or if previous medication did not work, then you will need to make an appointment to see a GP.



Vision On Line Services (VOS)

You can now sign up for VOS, this will allow you to book and cancel appointments and also to order your regular repeat medications, unfortunately it is not possible to order acute or medications that need reauthorising, however upgrades will be put in place. There are forms to be completed at reception and the receptionist will then create registration details for you to set up your account from home.

Electronic Prescribing (EPS)

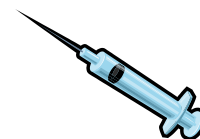
Would you prefer not to have to come to the surgery to collect your prescription? If you would, then please go to your regular pharmacist and ask to be signed up for EPS. The pharmacist will give you a short form to complete and then next time you order your prescription either on-line or at reception it will be sent direct to your choice of pharmacy.

NHS Choices Website

If you are happy or dissatisfied by the service and treatment you have received, please would you take the time to add a comment about us on the NHS Choices Website. Your comments can be anonymous if you prefer. There are also forms available at reception if you would prefer us to update your comments.

Phlebotomy

We are very pleased that Anne, our health Care phlebotomy course and will now be able to take



assistant has successfully passed the blood. Congratulations Anne!

Staff Changes

We would like to welcome a new healthcare assistance, Caroline and a new receptionist Sarah. We hope that they will soon feel settled into the Greenside family, and we know that our patients will be understanding and patient while they undergo training on both sites. Sadly we have said goodbye to Maureen who was the Health Care Assistant at GMP.

Pharmacy First

A reminder that for many common ailments you do not need a doctor's appointment. Pharmacy First, has been set up to make use of the expertise, training and experience of pharmacists rather than making patients wait for a GP appointment. There are a number of ailments, including conditions such as conjunctivitis, earache, sore throat, fever, constipation, diarrhoea, coughs, colds, sprains & strains, warts & verrucae that can be successfully treated without seeing a doctor. If you or your child has any of these symptoms and you do not pay for prescriptions, please visit your local pharmacist and ask for 'Pharmacy First' and you will be seen by the qualified pharmacist and treated accordingly **free of charge**. If the pharmacist feels your problem needs to be dealt with by a GP you can then make an appointment at the surgery. We have already had a number of patients use this scheme successfully, and therefore have been able to free up some GP appointments for those patients with more urgent or acute



needs. Please ask at reception for more information and benefit from the convenience of seeing a pharmacist immediately rather than waiting for a GP

NHS Health Checks

Have you heard about the NHS Health Checks? If you are aged between 40 and 74 you are entitled to have this basic check done at the Greenside surgery. However, if you are currently being monitored by your GP for any long-term condition such as diabetes, high blood pressure, high cholesterol, heart or kidney problems you will not need to have the check done. The Health Care Assistants will be contacting eligible patients however if you **not** already being monitored for something else it is important that you ring and book an appointment with a Health Care Assistant for a convenient time. You can expect to have basic information such as height, weight, blood pressure taken, a finger-prick blood test to confirm your cholesterol levels and be given advice and support around your diet and smoking, drinking and exercise habits. All of this information will help us in the Practice, and other community health services, to determine where and what the greatest health needs of our population are so if you receive an invitation please do make sure that you ring us for an appointment. Thank you.

Practice Focus Group

The Practice Focus Group will next meet on 3rd June at 6.30pm at Greenside Medical Practice. Dr Chan will be the guest speaker. Do you have an interest in the way your surgery is run? Would you like to find out more about the changes in the NHS and how it affects our Practice? Would you consider being more involved with the staff and other patients? If you can answer yes to any of these questions, please leave your name and contact details at reception so we can contact you for future meetings. All meetings are held at one of our sites, last no more than an hour/hour & half and the days/times are changed regularly to allow all patients to attend. We look forward to welcoming new patients to the group.



Care.Data

The NHS is changing and services are being restructured and these reforms will impact on the way that clinical data is used. You will have received a leaflet in the post regarding this. If you require further information please visit www.england.nhs.uk/caredata where this is a set of FAQ's. If having read all the information you decide that you do not want your information to be shared you can download a form to be completed and then the surgery can add the appropriate read terms to your records.

Patients not attending appointments – Is this you? There have been 540 missed appointments in the last 3 months, which is approximately 90 hours of wasted clinician's appointments and it is therefore it is **VITALLY IMPORTANT** that if you are unable to attend your appointment, *for any reason*; that you ring to cancel and rearrange. **You for your co-operation and understanding.**



The text message service is working really well but unfortunately the message cannot confirm which surgery the appointment is at. Please make a note of the surgery when booking the appointment. Thank You.

The Next Newsletter will be a Summer Edition