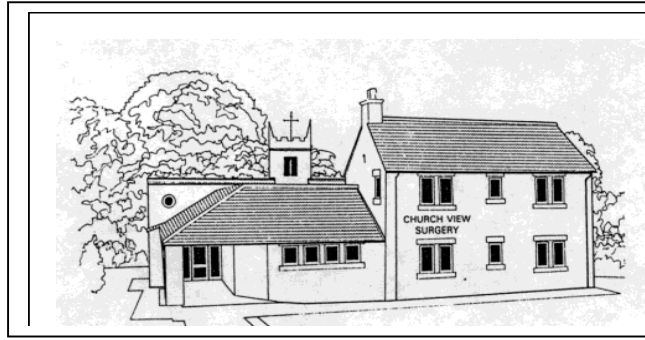


Collingham Church View Surgery Newsletter

Welcome to our summer 2019 newsletter, which we hope will keep you informed of developments and changes in the practice, and NHS services in our locality.



Patient Participation Group

We have an active patient participation group that help us by giving us views and ideas for the practice from the patient perspective. If you would like to be involved, please email the PPG at PPG.churchview@nhs.net

Dispensary Upgrade

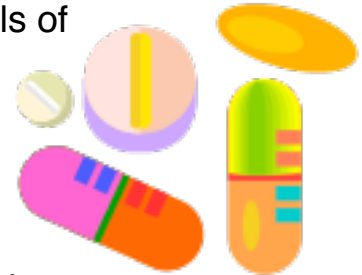
This summer, we are having the dispensary refitted to make it more efficient and user friendly. The work is going to take at least 5 working days, so we need to move out into a secure Portapharma in the car park from 19th July for the duration of the work. The Portapharma will occupy the disabled parking space from 16th July. Obviously this present various logistic problems but we hope to keep providing a good service to our dispensing patients. To ease the situation, we ask you to collect medication promptly, as we have limited storage in the cabin, and we are also issuing some of you with double scripts this month, so you won't need to come again in July. We apologise for the disruption and hope you do not notice any drop in our service provision. We are all looking forward to working in a fresh new well-equipped and efficient dispensary.

Ordering repeat Prescriptions

Some patients are still using the old fashioned ordering of repeats, where you have to type all the details of

what you require. The safest way to order is using System One on

Line, where you log in and order your repeat by ticking what you require from your existing repeats lists. We are planning to phase out the old system soon, as it is more prone to errors. You will need to have a system one log in to access this system. Please enquire at reception.



NHS APP

The NHS app is now available to download from the app store for your mobile phone or tablet. We are hoping by September you will have access to practice services through this app. At present, there is some access to information about NHS111 emergency services and an A_Z symptom checker. However, once we go "live" you will be able to develop a secure log in for your NHS services, book appointments, access your blood results and medical records, as well as get lots of information about other NHS services. Download your app today and be ready! More info can be found at www.nhs.uk/nhsapp



E RECEPTION

Another IT innovation we are just beginning to use is E Reception. This is accessible via the website and is for reception queries and requests, so you don't have to use telephone. We suggest you keep it to fairly simple requests to begin with, such as requesting repeat Fit note, or a travel vaccination appointment, perhaps a request for a nurse appointment for suture removal or similar. Reception will try and respond to your request within 24 hours. It shouldn't be used for any emergency or anything that is urgent.

Staff News

First of all, I would like to say a big thanks to Clare, our dispensary manager and all her staff for their hard work every day, but particularly relating to the dispensary make over and coping with the logistical problems related to it. Obviously the most difficult time is still to come, but we have every faith that with their careful planning, it will all go smoothly.

I would also like to give a mention to Jane Foster, our very hard working and dedicated Practice Manager, who has also been helping the dispensary team with planning, as well as coping with her very heavy daily workload of practice management, including finance, premises, recruitment, staff training and Locality and CCG meetings, to name but a few!

I would also like to welcome Sheila, our new Health Care assistant, who started at the beginning of June and is undergoing training before starting to work on her own. She is replacing Sue, who is reducing her work commitments prior to retirement. We wish both Sheila and Sue all the best.

Website

www.collinghamsurgery.co.uk

Please make sure we have your up to date telephone/mobile numbers and email addresses

MENTAL HEALTH AND DEMENTIA LINKS

We have added a link on our website to patient/Carer information for "Stress and Anxiety" and also for "Dementia"

Menopause and Women's Health

There has been more publicity about the Menopause recently with BBC

Breakfast doing a whole week of articles about it.

I am sure most of our female patients are well aware of the effects of the

menopause and

symptoms that can be

experienced. We would just like to urge women to come and talk to us about any symptoms they may be experiencing as there will be things we can do to help.

We are not just talking about hot flushes,

we are thinking about mood changes,

anxiety, joint pains, sleep problems,

repeated urine infections, problems with

sex drive and sexual function. Hormone

replacement comes in various forms,

and while not everybody needs it or

wants it, for many 50-60 year old

women, it can make a big difference and

any small risks are far outweighed by the

benefits. The message, find out as much

as you can, talk to friends and family

about their experiences, look

Menopause up online

www.menopausematters.co.uk is a

useful website to start with. Book an

appointment with one of our doctors,

who are all trained in Women's health

and talk over options with us.



