

Cedar Practice Autumn Newsletter



FLU Season is upon us

There is still time and stock at the moment to get yourself protected from catching Flu. We also offer Pneumococcal vaccines. Please ask at the reception desk or when you are with the Doctor or Practice Nurse whether you are in the at risk category today.

This includes 2 to 4 year olds and pregnant women.

If you are unable to attend our walk in clinics please let reception know as they can also book you in with a 5 minute appointment slot with one of our nurses.

Monday	25th	September	2.30 - 5.30	Walk in
Tuesday	26th	September	2.00 - 4.30	Book only
Wednesday	27 th	September	9.00 - 12.00	Book only
Wednesday	4th	October	9.00 - 11.30	Walk in
Monday	9th	October	10.00 - 11.30	Walk in
Wednesday	18th	October	10.00 - 11.30	Child Imms only
Wednesday	18th	October	2.30 - 4.30	Book only
Wednesday	1st	November	9.00 - 12.00	Book only
Monday	6th	November	2.30 - 4.30	Walk in
Monday	20th	November	2.00 - 5.00	Book only
Wednesday	29th	November	9.30 - 11.00	Child Imms only

Patient online Summary of Medical Record from 1st January 2015

In the new contract is a requirement to allow **patients to see some aspects of their medical record**. This facility has been “switched on” and Patients who wish to activate this facility will need to present a valid photo ID to reception and will be given a PIN [if they do not already have one].

You will be able to view your **medications, adverse reactions and allergies**. This is in addition to booking appointments online and will allow you to also request repeats of your current medication.

eConsult - commencing Monday 2nd October 2017

The practice has introduced a new way of getting doctors advice by using e-consultations. Patients can now send the practice details about conditions and the doctor will decide on best treatment and will ring back the patient with advice, a prescription or an appointment.

Use the practice website to sign up and start today.

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Important Dates

Sept to Jan	FLU Vaccinations
Xmas Closing	- Mon 25th Dec 2017
	- Tues 26th Dec 2017
	- Mon 1st Jan 2018



Friends and Family Test

Have your say to improve your care

We would like your feedback on the care or treatment we give you any time you visit or contact us. It doesn't take long. Put us to the test and tell us what is working and what we can improve. You can say what you think without giving your name and we will use the information to plan improvements to our services.

There are several ways that you can provide your reviews of our practice:

- Fill out the simple form that you can find on the reception desk
- Respond to the text message (if you receive reminders on your mobile phone)
- Go to our website - www.cedarpractice.co.uk and complete the questions via the links
- Add your review to Cedar Practice Profile at: www.iwantgreatcare.org/gpsurgeries/cedar-practice-john-scott-health-centre

Patient Participation Group

Next Meeting: December 2017

We currently have an active group of approximately 10 patients, plus practice staff. The group meets at the surgery once every 3 months at varying times of the day. We believe that the group is invaluable in acting as an interface between patients and the practice, working proactively to improve services.

The group aims to include:-

exchange of ideas to improve the patient experience and discussions regarding new patient services. To act as a forum to feedback to the practice suggestions for improvement to services provided to us (patient services, the organisation and to the building and premises)

The group is happy to welcome new members, particularly those with young families or patients of working age.

Please speak to reception for more information.

Checking the PULSE

Patients may also like to go to our Practice Website and look at the Checking the PULSE Patient Newsletter from the CCG.

OUT OF HOURS - What to do when the surgery is closed

CHUHSE - Telephone 0208 185 0545

Is our Out of Hours service provider to care for our patients when the surgery is closed.

This is for urgent medical problems that cannot wait until the surgery is next open.

Or call **111** if you need medical help fast, but it's not life-threatening.

EMERGENCIES ONLY: Call 999 or go to your local A & E department for emergencies only such as loss of consciousness, severe chest pain, serious accidents or loss of blood.

