

Abbotswood Medical Centre: Patient Newsletter

AUTUMN/WINTER 2016, Issue 4

The newsletter for Abbotswood Medical Centre patients and their families

Welcome to the fourth of our quarterly newsletters!

We are hoping to improve communication between doctors, staff and patients so we can all share our ideas and visions to creating the best practice for us all.

If there are topics you would like us to cover within the newsletter, please let us know.

Dr Sara Khan

Watford Care Alliance (WCA)

Watford Care Alliance



A Prime Minister's Challenge Fund Project

We are excited to announce that from November we will be joining the Watford Care Alliance group of practices. This means that our patients will be able to access routine appointments on the weekend in a local GP surgery. There will be rotating 'hub' practices across Watford & Three Rivers, and our patients will be able to access any one of the four, to their convenience. WCA also provides an integrated health and social care team Doctor and a phlebotomy service that runs over the weekend.

Look out for more details on our website when they emerge.

Patient feedback

Friends and Family test

The Friends and Family Test feedback survey is an ongoing method to provide feedback to our practice. Our results are also monitored by NHS England. For the last few months we have had no surveys returned despite them being handed out. The survey consists of a short question, with an area for further comment. This can be completed in person at the practice via the cards and collection box in the waiting room, or can be done online on our practice website at

www.abbotswoodmedicalcentre.co.uk We would be very grateful for your time in providing us with invaluable information about how we are doing so please do fill in a survey the next time you have a consultation.. Thank you!

The NHS Choices website is another way of providing feedback about your experience at the practice. If you would like to do so, then please go to our Abbotswood Medical Centre page on the NHS Choices website and leave a review.



FLU VACCINATIONS

We are now in the flu season, and the Government guidance for the vaccination remains the same as last year. All patients over the age of 65 years by 31 March 2016, carers, pregnant ladies, patients with chronic

illnesses and the immunosuppressed are encouraged to attend for the annual vaccine.

Top tips for booking flu appointments:

- Clinics will be held from mid September and we will make some appointments available for booking on line so please make sure you have signed up for this facility.
- If you wish to telephone to make an appointment please call after 11am so that we can prioritise calls from patients needing routine on the day appointments.
- To save you two trips to the Surgery please mention if you would like a flu vaccination if you make a routine GP or nurse appointment during September, October or November.
- We will be holding clinics on Saturday mornings – watch out for the dates
- We plan to make booking flu appts available online- look out for this

SHINGLES VACCINATION

The vaccination programme for shingles continues. If you are eligible you will receive a letter or phone call. Shingles is caused by the same virus as chickenpox, herpes varicella zoster. The illness affects the nerves and skin and in severe cases it can cause complications such as hearing loss or brain swelling. It can be a nasty disease for older people and leads to long-term health problems for around 14,000 people each year. The new vaccine should prevent some of the most serious cases, giving people the chance to live without the discomfort and pain that shingles causes. Shingles vaccine can be given with your flu vaccine but only by a nurse or GP. Please let us know when booking your flu if you would like this vaccine.

PNEUMOCOCCAL VACCINATION for pneumonia prevention for patients over 65 years can be

given with your flu vaccine- please let us know when booking if you wish to have both vaccines. Most people only need 1 vaccine in their lifetime. (A top up vaccine may be needed by some patients.)

Certain patients with chronic conditions under the age of 65 years are also recommended the pneumococcal vaccine - please check with the nurse or Reception may be able to tell you.

Staff News

Dr Sara Khan will be seeing patients again from November after her period of maternity leave, and her clinics are now able to be booked. She is looking forward to being back and will remember to have a photo of her baby girl ready to show those of you who have been asking!

Text messaging

Please make sure that we have your mobile number and up-to-date contact details- there is a form at reception that you can fill in. If you would like to receive text message reminders you can give consent for this via the form.

Housebound, Carers Registers

Please let us know if you are either housebound or a carer as we have registers for this so that we can offer you appropriate services

Opening Times

Monday to Friday 8:00am - 6:30pm
Closed Saturday and Sunday

Extended Hours

Tuesday and Thursday 6:30pm - 7:30pm

Contact Details

Phone: 01923 673060

www.abbotswoodmedicalcentre.co.uk

Please also 'like' our facebook page

If you have any suggestions for our patient newsletter please let us know, via Reception or via the Friends & Family survey