

FALLOWFIELD MEDICAL PRACTICE

Volume 1, Issue 1

Winter 2018

SEASONAL NEWSLETTER

OPENING HOURS

Monday
8.30am to 6.00pm
Tuesday
8.30am to 6.00pm
Wednesday
8.30am to 1.00pm
Thursday
8.30am to 6.00pm
Friday
8.30am to 6.00pm
Saturday & Sunday
Closed

PATIENT SURVEY RESULTS

A big thank you to all our patients who completed our recent patient survey. Once we have collated the results we will publish them in an addition to this news letter.....

Citizens Advice

We now have a Citizens

Advice phone line available to use by anyone.

You can get advice on benefits, housing, debt

Management, finances and other personal matters. We also have a telephone opposite our reception desk that is a direct line to Citizens Advice (no charge for the call) and patients can use this at any-time.

FOOD BANK

In line with being Homeless Friendly practice, we are thinking about introducing a food bank.

ARE YOU A VETERAN?

Please let the reception know if you have served in UK Armed Forces.

ARE YOU A CARER ?

Please let us know at reception if you are a carer. If you are a carer and are registered with the practice you are entitled to free health checks, flu vaccinations and other services. Should you be unable to attend at regular clinic times we can provide out of hours appointments through our hub. Please let us know as your health is important to us.

Patient Access

Patient access is an online service provided in part with the NHS. This access allows you to book appointments with your GP at a time that suits you. You can request your repeat medications online and choose your nominated pharmacy. You can track your medical records ect. Registering is simple, please ask at reception.

Flu Vaccine

Nearing the end of the summer we will be sending out invites to our most at risk patients inviting them to attend for a flu vaccine. If you feel you are eligible for a flu vaccine please ask at reception at the beginning of September and we can confirm your eligibility.

Patient Participation Group

If you would be interested in joining this Group please let the Reception Team know.

Comments & Suggestions

If you have any suggestions or comments about the surgery we do have a Suggestions Box which is situated to the left of our reception desk. We welcome your feedback.

PALS

(Patient Advice & Liaison Service)

We endeavour to deal with all complaints in a timely and satisfactory manner however, if you feel that your complaint has not been dealt with appropriately you can contact the PALS team on **0800 015 1462**

PALS are also available to offer advice on other NHS services.

TRAVEL IMMUNISATIONS

Please make sure if you are travelling abroad and require immunisations that you book an appointment with the nurse at least **ONE MONTH** before your departure date.

If you are unsure of what immunisations you need you can check www.fitfortravel.nhs.uk

website for further information.

Most travel immunisations costs are covered by the NHS however there are some which are not. Where a vaccine is not covered by the NHS a private prescription will be require at a cost of £15.00 each. The pharmacy will also charge you for the cost of the medication required. We are unable to advise of the pharmacy cost.

In addition, some countries require a certificate of proof of vaccine, these are also charged at £15.00 each.

Malaria tablets are not available on the NHS and these are chargeable if prescribed.

