

## Travel Appointments

If you are thinking of your holidays it's time to book appointments with the nurses to discuss your need for any vaccinations you may require. When booking your appointment please say where you are going and the date of departure and ensure you book a follow up appointment a minimum of a week later.

It is important to come in well in advance of your holiday usually at least 6 weeks before departure. An assessment form can be filled in on line at [www.cardemical.com](http://www.cardemical.com) or collected from reception. Please complete and return to the surgery prior to your 1<sup>st</sup> appointment, the completed form helps us to ensure the best use of time at your appointment.

*Each traveller needs their own appointment even if you are all from the same family.*

At the 1<sup>st</sup> appointment we go through where you are going, how long for, what you are planning to do on the holiday, i.e. on a work project, safari etc, what vaccinations you have previously had and what you require for this trip. The 2<sup>nd</sup> appointment will be at least a week later at which time you will start to have the vaccinations that have been agreed, you may require further appointments depending on the number of vaccinations required

We don't keep vaccinations in stock, you will get a prescription for those you require, and they will be given to you at subsequent appointments. Some disease specific vaccinations e.g. Rabies, Meningitis, HepB, Yellow Fever, Malaria tablets, are not available on a NHS prescription and are priced individually by the chemist. Remember to factor these costs into your holiday budget.



## Nurse Appointments

As well as travel appointments you can book an appointment with the practice nurse for a blood pressure, blood test, smear test, dressing etc. If you require more than one procedure please ensure that you inform the receptionist so she can make the appointment for the required amount of time. If we do not get the correct information, the nurse may not be able to do all the procedures that you require that day and you may have to come back at another time. We do not wish to inconvenience patients by having to bring them back for another appointment, so we would appreciate it if you could give the receptionist as much information as possible when booking your appointment.



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As you may be aware, Royal Mail changed their charging procedures some time ago. It is now necessary to check the weight and size of the envelope before putting the correct postage on. We have found that some patients enclosing stamped addressed envelopes for their repeat prescriptions are not putting the correct postage on envelopes. Not only do we have to collect the letter from the Post Office and pay for the extra postage, but it also delays the processing of your prescription. Your cooperation would be appreciated.

Would you believe that 3004 patients failed to keep their appointment with either the doctor or the nurse during 2009!! This is only those patients who did not attend for their appointment, not the patients that contacted us to cancel. Missed appointments put pressure on our system and waste appointments that could be used by other patients who need to be seen.

If you are unable to keep your appointment with the doctor or nurse please let us know as soon as possible, so that we may make this available to other patients.



#### Change of personal details

We request that patients advise us of any change of name, address or telephone numbers, especially mobile numbers as soon as possible. Please also remember to include other family members.

Practitioner Services Division (PSD) is responsible for monitoring all GP practice lists and regularly send letters to patients. If the letters are returned from the address they have on their system and we cannot confirm that you still live there, PSD deduct you from our system

This has caused problems in the past when patients who have not attended the practice for some time but have changed their contact details and not advised us, cannot be contacted which results in them being removed from our list.

The patient has then called to make an appointment and found that they are no longer registered with us. We do not allow patients to be removed from our lists lightly, but if we have no means of making contact with you, we cannot be sure that you have not moved out of our catchment area or abroad. We would be most grateful if you could advise us by phone, letter, email or in person of any change to your contact details, including all other members of your family.

Thank you for your co-operation:- Reception Team

# NEWS

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We have three new members of staff, Jenette Newcombe has joined the secretarial team, and Debbie McAndrew and Arlene Davidson the reception team.

Aileen Leat from our practice nurse team, celebrated 20 years with the practice on Friday 26 March

Aileen with Dr Anna Smart



It is 1 year since we first introduced the On Line Services over 1422 patients have registered for this service and we have had in excess of 2400 requests, the highest volume of which are for repeat prescriptions.

Please visit our website [www.cardenmedical.com](http://www.cardenmedical.com) for more details.

Stuck in the queue? We also have a Patient Self Check in System. This is located on the wall next to the lift and is very straightforward to use. You just touch the start button on screen and follow the prompts. This will reduce waiting time at the reception desk. You can of course still check in at reception if you prefer.



It has come to our attention that some children like to 'play' with the automatic doors, which has resulted in a child very nearly being caught in the door. We would like to remind parents that children should be supervised at all times when in the surgery and we would encourage you to be particularly vigilant with the automatic doors.

Thank you.

Lorraine McKenna  
Business Manager.

**Public Holidays 2010**

Monday 3rd May	<b>CLOSED</b>
Monday 12th July	<b>CLOSED</b>
Monday 27th September	<b>CLOSED</b>

**Notification of Half Day Closing For Protected Learning Time (PLT)**

17 <sup>th</sup> March	12 <sup>th</sup> May
9 <sup>th</sup> June	8 <sup>th</sup> September
3 <sup>rd</sup> November	

NORMAL EMERGENCY SERVICE APPLIES WHEN CLOSED

**PLEASE CALL NHS 24 ON 08454 24 24 24**

**Have Our Newsletter Sent to You By Email**

If you would like to receive this newsletter by email in Microsoft Word format, please complete the form below and hand to the receptionist.

Thank you, Lorraine McKenna Business Manager

**Name**.....

**Address**.....

**Date of Birth**.....

**Email Address**.....

**I would like to receive the Carden Medical Centre Newsletter by email**

**Signed**.....