

# WATLING VALE MEDICAL CENTRE

## NEWSLETTER

[www.watlingvaledmedicalcentre.co.uk](http://www.watlingvaledmedicalcentre.co.uk)

### ACCESS

Tel: 01908 501177, Fax: 01908 504916

#### Repeat Prescriptions

**You can fax, post or use systmonline to request your repeat prescriptions. To use systmonline you will need to register for this service first. Please note we do not except any requests over the phone.**

#### Surgery Appointments

##### For Doctors appointments:

Pre-bookable appointments can be booked up to six weeks in advance, by telephoning the surgery, visiting the surgery and also booking online. The practice also offers on the day routine appointments, emergency appointments and telephone appointments. All routine book on the day appointments are released at 8am and can be booked at the surgery, by telephone or online.

**Also did you know you can access General Practice appointments on weekday evenings and weekends at several locations in Milton Keynes. Speak to our receptionists about getting the right appointment for you.**

##### For Nurses and HCA's appointments:

All appointments are released six weeks in advance and can be booked by telephoning the surgery or visiting the surgery. Smear, Flu and Asthma appointments can now be booked online.

##### Home visits:

To request a home visit please ring before 10am. Home visits will be granted based on the following definition 'Any patient who solely, as a result of their illness, is physically unable to be transported to the Surgery, or where it would be medically unsafe to do so.'

##### Access to On-Line appointments

To be able to book online appointments you will need to register for this service. You can download an application form from our website [www.watlingvaledmedicalcentre.co.uk](http://www.watlingvaledmedicalcentre.co.uk), once you have completed the form you will need to bring the form with proof of identity to the surgery and then you will then be issued with a username and password.

**During October 295 patients Did Not Attend for their appointment at the surgery. Please remember to cancel your appointment if you can no longer attend or need the appointment.**

On Friday 20th October we helped to raise money for Breast Cancer by taking part in Wear it Pink Day. All the

staff participated and we had a raffle to win a lovely pink hamper of goodies. Thanks to the generosity of the staff and all the patients who donated we managed to raise an amazing

**£140**



Reception Desk

Pink Hamper was won by Sarah Knight



All the team in their pink!!

#### Phone Numbers :

Please tell us if you change your phone number . Patients with mobile phone numbers on the system will be sent a text message when an appointment is booked at the surgery - if we do not have your correct mobile phone number, we cannot do this.

#### Practice Area Geography

The Practice catchment area covers the following locations in Milton Keynes, Shenley Church End, Loughton, Shenley Brook End, Crownhill and Shenley Lodge. We are currently still accepting new registrations, but only if you are living in our catchment area. If you move address to outside our catchment area, you will be given notice to re-register at another surgery in your new area.

#### Travel Forms

Please collect a form from reception or download one from our website [www.watlingvalemicalcentre.co.uk](http://www.watlingvalemicalcentre.co.uk) and complete this at least four weeks before you travel. Our travel nurse will look at the forms and then advise you if you need any vaccinations and travel advice.

#### Sick Certification

A sick certificate from the doctor only becomes necessary if an illness lasts more than 6 days. Shorter illnesses are covered by your employer's self-certification. If you have recently consulted your Doctor a sick certificate can be requested without the need for a further appointment.

#### PPG 2017

##### Meeting dates:

**Tuesday 12th December**

**6.30pm to 7.30pm**

**All are welcome**

#### Protected Time Dates 2017

The surgery will be closed from 1.30pm on the following dates

- **Wednesday 22nd November**

This is in accordance with a Government initiative called 'Protected Learning Time'. Notices of closure of the Surgery are posted around the Surgery

### Not all medicines can be supplied on an NHS prescription

Self-care is important for everyone in maintaining health and wellbeing so with winter on its way it is a good time to find out what support is available to help you to care for yourself and your family to keep them well.

Many over the counter (OTC) medicines are cheaper to buy than a prescription charge. This information is not always known by your GP so it is worth asking your local pharmacy if you have a health concern. They may be able to help you in a timelier manner and it can be less expensive if you pay prescription charges.

However many people who do not have to pay for their prescriptions will ask for a prescription for these items rather than buying them. We understand why families on a tight budget would want to do this. Unfortunately the NHS also has a budget and cannot afford to continue to supply all medications this way. Some of the items may be available through the local pharmacy minor ailments service (MK Pharmacy First), for patients who do not pay prescription charges.

See [www.mkpharmacyfirst.co.uk](http://www.mkpharmacyfirst.co.uk) for more information.

Medicines are the most common treatment provided on the NHS when patients are unwell, however we must ensure that the limited NHS budget is spent to best effect. We hope that you will support us and ask that you do not request your GP to prescribe something that is readily available OTC. This will enable us to spend money in areas where self-care is not possible. GPs will continue to prescribe medications for long term conditions. If you would like further information on how to stay healthy and care for yourself and your family then please visit the following website or ask your community pharmacist.

<http://www.selfcareforum.org/resources/patient-portal/>