

# BEXLEY MEDICAL GROUP

*Welcome to this issue of our Practice Newsletter. The newsletter is to provide patients with any news, information or forthcoming events. If you have any suggestions as to what you would like to see in your newsletter please inform a member of staff.  
<http://www.bexleymedicalgroup.co.uk/>*

*NEWSLETTER-  
WINTER 2018*



## *PATIENT ONLINE*

Do you know you can order your prescriptions and book an appointment online?

### Prescriptions

Ordering prescriptions online means you don't have to wait until the surgery is open before you can request your prescription. You can do it at a time that suits you which means you can do it whilst shopping, before work, on your way to work, watching TV, late at night or even over the weekend!

In return, it's hoped the services will free up phone lines for people with no Internet access, and enable your practice to manage appointments and telephone calls more efficiently.

Setting the process up is quick and easy. Simply call in to the surgery and request your online login details. We will ask for some identification, but this can be something as straightforward as a bank card with your name on or work ID.

When you order via the online facility, your request is immediately sent into our clinical system and will be actioned during our normal working hours. Any requests for items that are not on your repeat list can also be included and these will be sent on to the GPs, for consideration, along with your repeat request.

### Appointments

Similarly to ordering prescriptions, you can also book future appointments online.

You can look at available appointment sessions with our GPs and book a slot, again, when it is convenient for you.

Unfortunately, due to differing lengths of appointments with our nurses, this facility is unavailable for nurse appointments.

## *ELECTRONIC PRESCRIPTION SERVICE (EPS)*

To allow quicker and easier access to your medication if you sign up to a chemist local to you and also accept electronic prescribing as this allows your prescription to be signed online and sent like an email straight to the chemist you have chosen.



With Christmas fast approaching please make sure you have enough medication to cover you over the holiday period. Please bear in mind that prescription takes usually 48 working hours to produce. But during the busy period of Christmas, we strongly advise you to allow us at least 4-5 days, so we can deliver your prescription on time.

## *FLU VACCINE!!*

The Surgery is still taking bookings for annual flu jabs. Flu vaccines will be available till the end of March 2019. Based on guidance from the World Health Organisation and the Joint Committee on Vaccination and Immunisation, our practice will be offering 2 different vaccinations - one which has been identified as the most suitable for the over 65s and one which has been identified most suitable for the under 65s.



If you have an appointment at the surgery you can have your flu jab whilst in the surgery - please remind us before you leave! Please ask at reception if you are unsure.

### *COUGH AND COLD ADVICE DURING WINTER*



There is no cure for the common cold and antibiotics have no effect on viruses, but you can treat the symptoms with some practical self-help measures and over the counter medicines. Your local Pharmacist has been trained to advise you on what is best for you. Wash hands regularly with soap and water and keep surfaces clean.

### *CHOOSE WELL*

#### **Choose Well**

There are many different 'Choose well' ways that you can help yourself get the right kind of care:

- **Self-Care** - look after yourself at home with a well-stocked medicine cabinet
- **Pharmacist** - for expert advice on common illnesses and the best medicines to treat them
- **GP (doctor)** - for illnesses that just won't go away, arrange to see your doctor
- **A&E or 999** - only if you need very urgent medical attention
- **Urgent Care Centres (UCCs)**

If you have a minor injury or medical problem that is urgent but not life threatening, visit the UCC at Queen Mary's Hospital, Sidcup or the UCC at Erith Hospital.

The types of illnesses and injuries both UCCs can treat include, but are not limited to:

- Broken bones, sprains and strains
- Minor head injuries
- Burns and scalds
- Minor chest, neck and back injuries or pain
- Foreign objects in wounds or other parts of the body
- Infections including wounds
- Eye injuries

The UCC is located in B-block, Queen Mary's Hospital, (Frogal Avenue, Sidcup, Kent DA14 6LT) open 24 hours a day, seven days a week and the UCC at Erith Hospital, (Park Crescent, Erith, Kent DA8 3EE - car park is accessed from Hind Crescent opposite the junction with Ling Road) from 8am to 10pm, seven days a week. From 1 September 2018, the last admittance to patients will be 8pm so staff can see all patients safely and everyone can leave by 10pm in line with site requirements. There is no reduction to the service on site, which will continue to run until 10pm.

Please note, x-ray services at the UCC at Erith Hospital are open from Monday to Friday, 8.30am to 4pm.

- **Always pick the care you need**

*CLOSING DATES DURING CHRISTMAS AND NEW YEAR*

*CLOSING DATES DURING CHRISTMAS AND NEW YEAR*

During the Christmas period we will be closed:

*Tuesday, 25<sup>th</sup> December 2018*

*Wednesday 26<sup>th</sup> December 2018*

*Tuesday 1<sup>st</sup> January 2019*

The surgery will be open as usual on both Christmas Eve and New Year's Eve.

*PATIENT PARTICIPATION GROUP*

Patient participation is a unique partnership between patients, GPs and their practice which is essential to and results in high quality and responsive care. Come and have your say at our Patient Participation Group.

You will be representing the patient population at the Bexley Medical Group and if there is any services you would like to hear from or anything you would like to discuss please get in touch and join us at the next meeting.

**Merry Christmas and have a Happy New Year**

