

Spring
2017

Health matters

www.albanyhousemedicalcentre.co.uk

Practice news

Our patient participation group is always looking for new members interested in helping us to shape and improve services.

Meetings are held approximately every 6 weeks on a Monday at 10:00.

For more information about the work of the group or to express interest in joining, please go to our website.

Winter is over

Everyone will be aware that the ambulance and A&E services are still struggling to cope with demand. So what are the alternatives to A&E?

Self care—for minor illnesses such as coughs and colds and minor injuries, just keep a good range of medicines such as paracetamol and anti-diarrhoeal medicine at home, and keep them well away from children.

Pharmacies—your local pharmacy should be able to help you cope with a range of minor illnesses with remedies for such as coughs and colds, 'flu, sore throats and prescriptions for conjunctivitis, cystitis and impetigo.

GP surgery—We have a duty doctor available all day to deal with non-life threatening illnesses and injuries. We make every effort to see any patient who really does need to be seen urgently the same day, and many minor illnesses can be dealt with over the telephone. Our operators will ask for information about why you are calling—this is simply to help us signpost you to the most appropriate person for treatment. When we are closed, call 111 for medical advice and attention that cannot wait.

Urgent care centre—The Corby walk-in centre in Cottingham Road, Corby NN17 2UR is open 8 to 8 365 days a year. No appointment is needed. The centre can deal with any illness or injury that needs urgent attention, including fractures and injuries.

A&E—Both Kettering and Northampton General hospitals have A&E departments. These are for serious or life threatening situations, not for dealing with minor illnesses and injuries.

NHS 111—NHS 111 is open 24/7, every day. 111 will always be able to direct you to the most appropriate service. If you are in doubt about whether to attend A&E, you should always check with 111 before you set out.

Stop smoking

Our healthcare assistants are trained to help and support anyone wanting to stop smoking. Call to book an appointment (there may be a short waiting list). Help is also available from some pharmacies and the NHS Smokefree website—<http://www.nhs.uk/smokefree>.

Online services

Did you know that you can book appointments, order repeat medication, change your contact details and get access to a summary of your medical record online? This is a secure service that requires registration. To register, simply fill in an application for online services form which can be downloaded from our website. On receipt we will send your user id and password to you by post.

SMS text messages

Most of our patients who get SMS text reminders when they book their appointment value this service highly. The fact that patients can cancel an unwanted appointments by replying CANCEL to their reminder saves a good number of appointments every day that can be offered to someone else.

Appointments and enquiries 01933 234 900 (open 08:30 to 18:00 option 2)

Home visits 01933 234 905 (open 08:00 to 18:30) option 1

Wollaston 01933 665 011 during branch opening hours

For medical advice or attention when we are closed: call 111

Please note that these reminders are automated so any reply to a reminder other than CANCEL is ignored. If you want to rebook at a different time, you must call us.

We use SMS text reminders for health promotion in addition to appointment reminders. Health promotion can include reminders about 'vaccination, offers of support to stop smoking and so on.

You may opt out of receiving all SMS text messages by contacting us.

Please remember to tell us if you change any of your contact information.

We have had a few new members of staff join us since the last newsletter:

- ◆ Susan Fitzgerald (practice manager)
- ◆ Farrah Mushtaq (GP)
- ◆ Amanda Kerr (practice nurse)
- ◆ Jane Sim (practice nurse)
- ◆ Rebecca Tysoe (HCA)
- ◆ Raquel Abacan (phlebotomist)

We also now have our new telephone system in place which works like the following:

Option 1 Appointment line (08:30 to 18:00 Monday to Friday) only: 01933 234 900

Option 2 Same day appointments(08:30 to 18:00 Monday to Friday) only: 01933 234 900

Option 3 Home visits line (08:00 to 18:30 Monday to Friday): 01933 234 900

Option 4 Test results (14:00 to 16:30 Tuesday and Thursday): 01933 234 900

Option 5 Enquiries (09.30 to 12.30 Monday to Friday): 01933 234 900

Option 6 Prescriptions (09:30 to 11:30 Monday to Friday): 01933 234 900

Option 7 Cancel an appointment (voicemail service) : 01933 234 900

Wollaston (branch opening times only): 01933 665 011

When we are closed: call 111

