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Be Self-Care Aware

As we head towards autumn our thoughts turn towards Christmas and wetter, colder weather. It is important for you to look after yourself and keep fit and well.

Remember to:

- Regularly wash your hands; this helps prevent the spread of germs;
- Take regular exercise;
- Eat a balanced diet;
- Avoid excess alcohol.

Self-care is the best choice to treat minor illnesses and injuries such as:

- Coughs
- Colds

- Sore throats
- Upset stomachs
- Aches and pains
- Minor cuts and burns

Many symptoms typically go away after about a week and require nothing more than rest and possibly treatment with over the counter medication from the chemist.

Keep a well-stocked medicines cabinet and first aid kit:

- Painkillers (syrup for children)
- Ibuprofen gel
- Indigestion remedies
- Cream or spray to treat insect bites/

stings

- A thermometer
- Antihistamines for allergies
- Plasters and dressings

Pick up a copy of our Self-Care leaflets from the surgery and always keep them to hand. These contain useful Self-Care advice and contact numbers. You can also easily download copies from our web site: www.borderpractice.co.uk News section: Be Self Care Aware.

However, if you are unsure and have tried self-care or are suffering from more than a minor illness contact 111 or us for further advice.

'Flu Vaccination Clinics – Adult and Child

We have already started vaccinating patients against 'flu. If you are in any of the groups shown here we offer you a free NHS vaccination.

These appointments are available to book On-Line or via our reception team. If you are phoning to book, we ask that you call after 10.30am when the phone lines are quieter.

Flu can affect anyone but if you have a long-term health condition the effects of flu can make it worse, even if the condition is well managed and you normally feel well.

You should have the flu vaccine if you are:

- aged 65 years or over

- living in a residential or nursing home
- the main carer of an older or disabled person
- a household contact of an immune-compromised person
- pregnant
- a child aged 2 to 4 years old

You should also have the vaccination if you have any of the long term conditions shown below:

- a chest complaint or breathing difficulties, including bronchitis, emphysema or severe asthma
- a heart problem
- kidney disease

- lowered immunity due to disease or treatment
- liver disease
- had a stroke or a transient ischaemic attack (TIA)
- diabetes
- a neurological condition, e.g. multiple sclerosis (MS), cerebral palsy or learning disability
- a problem with your spleen, e.g. sickle cell disease, or you have had your spleen removed

General Immunisations – Adult and Child

It is very important that you have the immunisations that you are due. We offer a full range of adult and child vaccinations. Such as: Whooping Cough, Rotavirus, MMR, Meningitis ACWY and B and HPV. This is not a complete list, so just ask one of our team if you want to know what you are due.

Remember too that if you are 70 you are entitled to the shingles vaccination. You may also be eligible if you were 70 or 78/79 in the last three years. Please ask one of our nurses to check your entitlement.

If you are over 65 you should also have had a Pneumococcal vaccination.

It is important that children are up to date with their vaccinations so please do ensure they have all their immunisations. You will receive letters from the central NHS Child Immunisation Service asking you to make an appointment at the surgery when they are due.

We also run Travel Immunisation clinics for when you plan to travel abroad.

NEW Text Appointment Reminder Service!

We are very pleased to announce that we have invested in a text appointment reminder service. This service sends you a confirmation of your appointment one week before the date and then a reminder the day before your appointment.

If you no longer need the appointment you can cancel it by simply texting CANCEL to the number shown on the text message.

We hope that this will reduce the number of patients not turning up for their appointments, thus giving us more free appointments for those who require them.

We do, however, need your up to date mobile number! Please check with reception, on-line or with the clinician you are seeing that we have your correct number. Please also remember to let us know if you change your mobile number in the future.

DNA's – Did Not Attend – 1,830 Appointments 'Lost'

Over the last 12 months we lost 1,830 appointments due to patients not cancelling unwanted appointments. This equates to nearly 5% of all our appointments.

This meant that we were unable to offer these 1,830 appointments to other patients.

We understand that it may be necessary to cancel an appointment, that is no problem, please just remember to let us know.

There are four ways that you can tell us you no longer need your appointment:

If you are registered with Patient Access (On-Line Appointments) ANY appointment that you have booked will

show when you log-in. You can then easily cancel the appointment on-line without the need to phone us. Now that we have the text reminder service you can simply text CANCEL to the number shown on the message when the reminder comes in. The system will then automatically cancel your appointment as long as you do it 12 hours in advance. You can, of course, phone to let us know you no longer need the appointment or if you are passing you can just drop in and tell us

As you all know, GP services are under huge strain currently and every appointment is valuable. Please do remember to cancel any unwanted appointments so that we may offer them to other patients.

Surgery Flooring Upgrade

As a continuation of our rolling investment programme into the quality and infrastructure of our surgery premises, we have replaced the old carpeting in some areas. These are the waiting room, area in front of and behind reception. The flooring we have laid is the same as that used in our GP and nurse consulting rooms.

With this new, hard flooring we can more easily deal with any spillages and ensure that we are always at the highest level possible for infection control.

Along with our new, infection control compliant covered chairs, this will mean that you have a better experience when visiting the surgery.

As a last word – If you are due a 'flu vaccination please remember to book in to one of our 'flu clinics!