

Bursteds Wood Surgery



JANUARY 2018

Patients Registered with a Bexley GP can now access GP appointments in the evenings and week-ends
Monday to Friday 6.30pm to 8pm
Saturdays and Sundays
8am to 8pm
Please ask at reception on how to book.

Please check in at reception upon arrival – if we do not know you are here you will not be called

The receptionist has no control over the order in which patients are called, once you have 'checked in' the computer registers your time of arrival and the Doctor or Nurse is aware that you are waiting. Your waiting time is automatically updated every minute. Patients are usually seen in order of their appointment time and therefore if you are late, you may be kept waiting until you can be fitted in or you may be asked to re-book. If your condition deteriorates whilst waiting please inform the receptionist who can pass this message through to the Doctor or Nurse as appropriate.

PLEASE BE CONSIDERATE TO OTHERS AND SPEAK ON YOUR MOBILE PHONE OUTSIDE

TRAVEL VACCINES

A questionnaire must be completed at least 6 weeks before travelling please ask at reception; if you are travelling sooner we may not be able to offer you an appointment as we do have to give priority to other nursing clinics to which we are contracted to. Only some vaccines are available free on the NHS

The Staff would like to thank everyone for the lovely biscuits and chocolates and all your good wishes that we received for Christmas.

Did you know, you can book appointments, request prescriptions and even consult with our doctors online and on your smartphone. Visit our website for more details at www.burstedswoodsurgery.co.uk or download the app, available for iPhone and Android devices. Search for NHS Online Bexley.]

Shingles Vaccination

Shingles vaccination is available if you are aged 70, 71, 72, 73, 78 & 79yrs old

Patient Participation Group (PPG)

The PPG is run by patients for the patients of the surgery and work along with the practice to try to improve surgery services for the mutual benefit of all.

If you have any suggestions for future events or would like to become involved with the group, big or small, please let them know – ideas and new members are always welcome.

How to contact them:

The PPG has a post box in the hallway at the surgery and even PPG notepaper in reception for you to write on! Alternatively you can write to them at the surgery and we will place your correspondence in the box for you.- **The PPG would also like to thank you all for your support with the Christmas Raffle**

This Practice supports the Government's NHS zero tolerance zone campaign. Abusive or threatening behaviour towards the Doctors or any member of the Practice Staff or to any other person present on the premises will be taken very seriously and the Police notified if necessary. This may also result in the removal from the Practice list.

PRESCRIPTION REQUESTS

Please note that we do require 2 full working days (48hrs) for repeats to be issued. Please ensure you do not run out of medication.

VISION ONLINE SERVICES

This enables you to make doctors' appointments/cancel appointments and request repeat prescriptions and view your detailed coded records. Please ask a receptionist for details. You need to apply in person as identification will be required.

IPLATO MESSAGING TEXT SERVICE

All the patients who have a mobile number on their records will be reminded of their appointment via a text message and you will have the facility to cancel it should the appointment not be needed. If you find you do not receive a reminder message then please contact the surgery as we may have not have a mobile number or it is out of date.

EPS (Electronic Prescription Service)

We are actively participating in the new NHS electronic prescription service whereby your prescription can now be sent direct to your preferred pharmacy without the need for them or you to collect a paper copy from the surgery. If you are not already using this service please contact the pharmacy of your choice who will be happy to explain

NHS CHOICES

This website (www.nhs.uk)
Is where you can leave comments about the service we provide.

HEALTH CHECKS

Patients aged 75 and over
are invited to book a Health
Check with our HCA.



If you are **Asthmatic** and on regular inhaler medication please make sure that you book for a regular yearly check-up with one of The Practice Nurses

Diabetics are also reminded to ensure that they are seen yearly. Please contact us for a blood test form prior to booking an appointment

WALK IN CLINIC

Just to remind patients that we operate a walk-in service Monday to Friday between 10am & 11am

This service is aimed at patients who are unwell but unable to get an appointment on the day. All patients arriving between these times will be seen by a Doctor or Nurse Practitioner but in order to keep the waiting time down to a minimum we would request that you **do not** attend this clinic for ongoing problems, hospital referrals, sick certificates or repeat prescriptions.

**Unless in an emergency situation, we would ask all patients to please try to avoid attending A&E, an outside walk-in centre or our out of hours service by contacting the surgery in the first instance. Please note that it is our surgery policy to always see ill children under the age 5 years on the day of request.
When the surgery is closed please call 111**