

# B<sub>ursted</sub> W<sub>ood</sub> S<sub>urgery</sub>



**MAY 2021**

**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.**

## **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.

## **TRAVEL VACCINES**

A questionnaire must be completed at least 8 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. This service is suspended due to covid at this time.

**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 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 of others and speak on your mobile phone outside.**

### **Online Services**

This enables you to 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you do not receive a reminder message then please contact the surgery as we may have not have a mobile number or it is out of date.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 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

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

## NHS CHOICES

This website  
([www.nhs.uk](http://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.

We would like to  
welcome our  
New Practice  
Manager Lisa  
Vernon we wish  
her well in her  
new post.

## 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. **We are looking to run a coffee Morning for the over 75's when the weather is a little better if you would be interested in attending**

**The staff would like to Thank everyone for your continued support at this difficult time and thank you for all the Cards of appreciation ,Biscuits, cakes and sweets.**

## Shingles Vaccination

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

***Did you know, you can request prescriptions and even consult with our***

***doctors online and on your smartphone. Visit our website for more details at***

***[www.burstedwoodsurgery.co.uk](http://www.burstedwoodsurgery.co.uk) or download the NHS***

***app, available for iPhone and Android devices.***

***Search for NHS Online Bexley.***

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.

**unless in an emergency we would ask all patients to please try to avoid attending A&E, please use NHS111 . Please note that it is our surgery policy to always see ill children under the age of 5 years on the day of request. When the surgery is closed please call 111 If your condition is Life Threatening please call 999**