



**Issue 18: Summer 2017**

# summertime

## **NEW PATIENT TEXT SERVICE**

The Practice has recently installed a new messaging service for patients. The new system is programmed to send a booking confirmation once an appointment has been made and send a reminder the day before the appointment is due to take place. This text reminder will allow you to cancel your appointment by replying CANCEL to the message. This then automatically takes your appointment off the booking screen and notifies the Practice it has been done. We do ask our patients that they don't try and text other messages other than CANCEL as it cannot recognise any other wording other than this, and if CANCEL isn't used it will not CANCEL the appointment.

Patients will also receive text messages and reminders regarding annual reviews and health campaigns. This enables us to keep our patients up to date with what's happening at the Practice. The system is also programmed to send out feedback requests automatically after a patient has attended their appointment and allows patients to respond to our Friends and Family questionnaire. You can Opt Out of this service anytime by contacting the reception team.

**This service is only available to patients if the Practice has an up to date mobile number on the system. Please ensure your contact details are up to date at the Practice.**

## **PRACTICE NEWS**

### **NEW DOCTORS**

We are pleased to announce that we have two new Doctors joining the team at Seaside Medical Centre permanently. Dr Masi and Dr Morad will start in mid August.

### **REPEAT PRESCRIPTIONS**

Please can we remind our patients that at present, the time for prescription renewal is 72 hours, 3 working days. We also need to remind patients that requests for prescriptions cannot be taken over the telephone and must be put in writing before they can be processed.

### **MACMILLAN INFORMATION STAND**

We now have a MacMillan Information Stand at Seaside Medical Centre in the area near the lift in the reception area. We hope this will be of benefit to all our patients and the wider community.

### **PATIENT PARTICIPATION GROUP**

The Patient Participation Group holds meetings bi-monthly on the second Tuesday of the month at the Surgery from 2.30pm. If you are interested in joining the group, or would like information related to the topics that are discussed, then either fill out the form on our website or contact Claire Matthews at the Surgery on the normal telephone number.

### **SCRIVENS - ADULT HEARING SERVICES**

We are delighted to announce that Scrivens Hearing Care are now offering a hearing service for adults at Seaside Medical Centre. Every other Friday. For more details on hearing assessments just ask at the reception desk or when you see your GP.

## SEASONAL FLU VACCINATION'S 2017

Flu (also known as influenza) is a highly infectious illness caused by the flu virus. Many people think flu is just a bad cold, but it isn't, flu can develop into a more serious illness, such as bronchitis and pneumonia, which could lead to a stay in hospital or even death in some cases. The number of deaths from flu varies each year, in the UK it can be as high as 10,000, but has reached more than 20,000 in a flu epidemic year.

Flu spreads easily as flu viruses can survive as particles in the air, or on surfaces such as door handles for several hours. So one person with flu can infect many others. For most people, flu is unpleasant but not serious. You will usually recover within a week. Studies have shown that flu vaccines provide effective protection against flu, although protection may not be complete and vary between people. Protection from the vaccine gradually decreases and flu strains change over time. Therefore, new vaccines are made each year and people at risk of flu are encouraged to be vaccinated every year. The flu vaccination is offered to people in at risk groups.

**FREE FLU VACCINES** are given to all patients at Seaside Medical Centre that are 65 years of age and over. **FREE** flu vaccines are also given to patients that are pregnant, suffer from Diabetes, Asthma, COPD, Heart conditions and those that have Immunity problems.

If you provide unpaid support to a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems, you are a **CARER** who is eligible for a **FREE** flu vaccine. Because of the high risk flu brings to people with these conditions the Department of Health recommends flu vaccinations for them and this is why Seaside Medical Centre offers Carers this service. If you think you meet the criteria or would like to know if you do, then please enquire and support your surgery and book your appointment at Seaside Medical Centre this year.

**Flu appointments will be available from Monday 25th Sept with an early Saturday Flu Clinic on 23 September 2017  
We are taking appointment bookings NOW!**

## FRIENDS AND FAMILY TEST

Thank you to those of you who have completed the Friends & Family Test recently. It's been very encouraging to read your comments. It would be nice to receive more feedback each month, although we appreciate it is not always easy to spare the time. The Friends & Family Test is a very quick, two question survey with the opportunity for free text comments. It can be completed online, by text or by hand and posted in a secure box in our reception area.

## JUST FOUND OUT YOU ARE PREGNANT?

Women living locally who are pregnant can now self-refer themselves to the midwife team by going online. Woman can self refer to make their first midwife appointment as soon as they know they are pregnant, this will improve an early access to antenatal screening. Visit the website [www.esht.nhs.uk/maternity/referral](http://www.esht.nhs.uk/maternity/referral), fill in your details and click submit.