

# Welling Medical Practice Newsletter



As the autumn sets in and winter approaches, it is time for those at greatest risk from flu to protect themselves and their families, and get flu safe with a free flu jab.

Influenza, or flu, is a highly contagious infection that anyone can catch, and it can be really serious for some. If you are not flu vaccinated, you could leave yourself exposed. Flu is not as simple as a cold. Flu is a serious viral infection that can affect you for over a week making you exhausted, achy, shivery and unable to get out of bed and get on with your day-to-day life. You should especially consider having the flu jab if you are more vulnerable to its effects if you belong to one of the 'at risk' groups listed below:-

**Over 65's**  
**Pregnant women**  
**Full-time Carers**

**Children aged 2 and 3 years old**

**Patients with long term health conditions (i.e. Heart problem, Respiratory problem, Kidney or Liver disease, Diabetes, Neurological condition such as Multiple Sclerosis or Cerebral Palsy, previously had a Stroke or TIA, Lowered immunity due to disease or treatment)**

**We have already commenced giving Flu Jabs to patients who fall into the above categories. Appointments are available to book, simply speak to one of our receptionists to make an appointment.**

## ELECTRONIC PRESCRIBING SERVICE

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

### What does this mean for you?

- If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription.
- Instead, your GP will send it electronically to the place you choose, saving you time.
- You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.
- You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

For full details ask for a leaflet at reception



### Inside this issue:

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*Electronic Prescribing Service (EPS)*

*MMR Catch-up programme*

*Appointments*

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*Clinical Commissioning Group*



**when it's less  
urgent than 999**

2 Danson Crescent  
Welling Kent  
DA16 2AT

Tel: 020 8301 7889  
Fax: 020 8301 7885

## Welling Medical Practice

[www.wellingmedicalpractice.co.uk](http://www.wellingmedicalpractice.co.uk)

Holly House Surgery  
12 Avery Hill Road  
London SE9 2BD

Tel: 020 3260 1064  
Fax: 01903649729 (temporary)

## Useful Details

Hospital	Telephone Number	A & E Department	Urgent Care Centre
Queen Elizabeth—Woolwich SE18 4QH	020 8836 4360	Open 24 hours a day 7 days a week	Open 8am—10pm 7 days a week
Princess Royal—Orpington, BR6 8ND	01689 863486	Open 24 hours a day 7 days a week	Open 8am—8pm 7 days a week
Queen Mary's—Sidcup, DA14 6LT	020 8302 2678	X	Open 24 hours a day 7 days a week

### Emergency departments (also known as A & E's)

assess and treat patients with serious injuries or illnesses, such as: loss of consciousness / pain that is not relieved by simple analgesia / acute confused state / persistent, severe chest pain / breathing difficulties

### Urgent Care Centres

provide treatment for patients suffering from urgent but not life threatening conditions such as cuts and bruises, mild chest infections, coughs and colds, fever, sickness, vomiting and simple fractures.

<b>NHS 111</b>	111	Out of Hours service directing you to the healthcare services for your needs
<b>Bexley Council</b>	020 8303 7777	Emergency Assistance
<b>National Commissioning Board</b>	020 3350 4500	(for concerns or complaints regarding Primary Care Services) NWLCU.CBLondonComplaints@nhs.net
<b>Samartitans</b>	08457 90 90 90	Open 24 hours a day 7 days a week

## Appointments

We aspire to offer routine appointments with a doctor and nurse, but during busy periods this may not always be possible. Our receptionists will always do their best to accommodate your request, so please be understanding. Please let us know if you are unable to keep your appointment, as wasted appointments means a longer wait for others.

**6628 appointments offered during October 2013**

**294 appointments which patients failed to attend**

**49 wasted hours of consulting time**



### Contact Details



If you make any changes to your contact details or are moving home, please remember to let us know, so that we can contact you, if necessary.



The Practice supports the Government's Zero Tolerance Campaign. Abusive or threatening behaviour towards any member of the Practice Team or any other person present on the premises, will be taken very seriously and the Police will be notified, if necessary. This may result in your removal from the Practice list.



## Contacting You!



**We are always looking at ways we can improve communication with our patients. We are therefore about to embark upon contacting you via e-mail and text messaging. If you would like us to contact you in this way, please leave your details at reception.**