



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 65s

Pregnant women

Full-time Carers

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 commence giving Flu Jabs to patients who fall into the above categories from Monday 8th October. Appointments are already available to book, simply speak to one of our receptionists to make an appointment.

Frequently Asked Questions about the Flu Jab

"I've heard the flu vaccine can give you the flu. Is this true?"

NO, the flu vaccine does not contain a live virus, so cannot give you the flu.

"Can you get any side effects from the flu jab?"

Some people get a slight temperature & aching muscles for a couple of days & your arm may feel a bit sore where you were injected.

"I had the flu jab last year, do I need to have it again?"

YES, flu viruses change every year, so the vaccines to protect you from them need to change too.

Inside this issue:

Flu Campaign

Repeat Prescriptions

Goodbye to Dr Agyekum

Appointments

Moving Home

Contact Details

Zero Tolerance



Patient Liaison Service

(PALS)

is a free and confidential service available on

FREEPHONE

0800 328 9712

Pals@bexley.nhs.uk

and is open

Monday to Friday 9am—5pm



2 Danson Crescent
Welling Kent
DA16 2AT
020 8301 7880
or
0844 477 0970

Welling Medical Practice

www.wellingmedicalpractice.co.uk

Holly House Surgery
12 Avery Hill
London SE9 2BD
020 3260 1064
or
0844 477 0975

Goodbye!

We are sad to announce that Dr Emma Agyekum will be leaving the practice on
Wednesday 3rd October 2012.

I am sure you will all join us in thanking her for all her hard work and wish all the best for the future.



Contact Details

Please remember to let us have up-to-date telephone numbers and an e-mail address so that we can contact you, if necessary.

Moving Home



Please remember to let us have your up-to-date contact details if you are moving home.



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.



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.

5742 appointments offered in the last month

215 appointments which patients failed to attend

36 wasted hours of consulting time

Repeat Prescriptions

We would like to take this opportunity to outline our Practice Procedure for re-ordering medication, to prevent misunderstandings and delays in receiving your prescription.

- Certain drugs will be authorised by a Doctor for a certain amount of issues before they need to review your medication again, these are known as REPEATS. When you obtain a prescription your re-order form will contain a list of these drugs and how many more issues you may have before you need an appointment.
- Any medication that is not listed on your re-order form, even those you have had before, are known as ACUTES. These drugs may need to be monitored more closely and therefore are not authorised for a set number of issues.
- To process ACUTES more effectively we have produced a Therapy Request Form, which is available from Reception. We are no longer able to accept requests other than those on our official Therapy Request Form, so please ensure you complete one of these forms for every item not on your re-order form.

Thank you