



# The Old School Surgery December 2011



## PRACTICE NEWS

*Merry Christmas from Everyone at  
The Old School Surgery*

### CHRISTMAS OPENING HOURS

Friday 23 <sup>rd</sup> December 2011	Normal Surgery
Monday 26 <sup>th</sup> December 2011	<b>Closed</b>
Tuesday 27 <sup>th</sup> December 2011	<b>Closed</b>
Wednesday 28 <sup>th</sup> December 2011	<b>Emergency Appointments Only</b>
Thursday 29 <sup>th</sup> December 2011	Normal Surgery
Friday 30 <sup>th</sup> December 2011	Normal Surgery
Monday 2 <sup>nd</sup> January 2012	<b>Closed</b>
Tuesday 3 <sup>rd</sup> January 2012	Normal Surgery



### OUT OF HOURS

If you require a doctor outside of the normal surgery hours your call will be redirected automatically to LCR OUT OF HOURS SERVICE on 0845 045 0411

For information or advice you can telephone: NHS Direct **0845 46 47** or visit [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### PHARMACY OPENING HOURS

Pharmacy	Saturday 24/12/11	Sunday 25/12/11	Monday 26/12/11 BANK HOLIDAY	Tuesday 27/12/11 BANK HOLIDAY	Saturday 31/12/11	Sunday 01/01/12	Monday 02/01/12 BANK HOLIDAY
ASDA Pharmacy Barwell Lane, Hinckley	8.30am-7pm	CLOSED	10am-4pm	9am-6pm	8.30am-7pm	10am-4pm	9am-10am
Boots The Chemist, Fosse Park, Grove Farm Triangle, Enderby	8am-5pm	CLOSED	8am-8pm	8am-8pm	8.30am - 5.30pm	11am-5pm	10am-6pm
Boots The Chemist, 2 Britannia Centre, Hinckley	8.30am- 5.30pm	CLOSED	10am-4pm	10am-4pm	8.30am - 5.30pm	CLOSED	10am-4pm
Enderby Pharmacy, 15 Mill Lane, Enderby	9am-4pm	CLOSED	CLOSED	10am-1pm	9am -4pm	CLOSED	CLOSED
Sainsburys Pharmacy, Fosse Park, Grove Farm	6am-6pm	CLOSED	10am- 5pm	9am-7pm	8am -7pm	10am-4pm	9am-7pm

## **CAR PARK/PAVEMENT**

Please take care in the car park and on the pavements in the cold weather, as it can become slippery and icy.

## **DID NOT ATTEND**

Further to previous appeals to help both other patients and the surgery the number of patients not attending an appointment has slightly increased to an average of 39 per week. Please can we remind you to continue to help drive this number down if you are unable to attend by cancelling your appointment.

## **DISPENSARY**

**Reminder** ..... can we please remind patients that when you are ordering your prescription from the surgery – you must remember to inform us if you require your medication to be delivered.

We dispense medicines for patients living in:-

- Sharnford
- Elmsthorpe
- Thurlaston

A delivery service is available every Monday and Thursday. Please phone your prescription through no later than Thursday afternoon for a Monday delivery and Tuesday afternoon for a Thursday delivery If you require this service. All other patients must use a community pharmacist.

## **DON'T FORGET YOUR LOCAL PHARMACY**

Before you make an appointment to see your doctor, consider the alternatives. The pharmacist may be able to give you the help you need, so you won't have to spend time waiting for an appointment. Pharmacists are highly trained health professionals, and they offer a wider range of health services than you might think. Pharmacists can help with:-

- Mild skin conditions, such as acne and eczema
- Coughs and colds, including nasal congestion and sore throats
- Minor cuts and bruises
- Constipation and haemorrhoids (piles)
- Hayfever and allergies
- Aches and pains, such as headaches, earache and backache
- Indigestion, diarrhoea and threadworms
- Period pain and thrush
- Warts, verrucas, mouth ulcers and cold sores
- Athlete's foot
- Nappy rash and teething
- Needles and syringe exchange services
- Pregnancy test kits

## **NHS CHOICES**

We would welcome any positive feedback patients may have regarding the care they receive at The Old School Surgery, If you would like leave a comment visit [www.nhs.uk](http://www.nhs.uk)

## **ZERO TOLERANCE**

We aim to treat our patients courteously at all times and expect our patients to treat our staff with due respect. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients.

If a patient is violent or abusive they will be warned to stop such behaviour. If they persist, we may exercise our right to take action to have them removed immediately if necessary, from our list of patients.

## **NON-NHS SERVICES**

A number of medical examinations, reports including HGV/LGV, taxi and PSV's, insurance forms and certificates are not available on the NHS, but may be provided by the GPs privately for a fee. These may be requested via the receptionist, who will inform you of the relevant charge. While the GPs endeavour to complete requests within 10 working days clinical work must take priority.

Although some travel vaccinations are available on the NHS, many are not. Patients travelling abroad are advised to complete a travel form (available from nurses), so that the nurse can advise you of any NHS or non-NHS vaccinations you might need. Both types of vaccination are available through our Practice Nurse, although there will be a charge for non-NHS vaccinations.

Our doctors are unable to provide occupational health services directly with our patients such as Hepatitis B vaccinations. You may find that your employer's occupational health department may be able to offer these services in conjunction with ourselves.

## **ONLINE REQUESTS FOR APPOINTMENTS & PRESCRIPTIONS**

We are able to offer patients the opportunity to request prescriptions and book appointments online. This is available through our website [www.theoldschoolsurgery.com](http://www.theoldschoolsurgery.com) where you can find a wide variety of information.

Should you wish to take full advantage of this service you will need to obtain a username and password from reception and photographic proof of identity must be given.

## **TEXT MESSAGES**

We are now able to contact you by text message, should you wish a doctor to contact you via this method please can you ensure we have your correct mobile telephone number details and consent by filling out the form from reception.

## **CONTACT DETAILS**

Please can you let us know if your contact details change. From time to time we may need to speak to you urgently and this can be very difficult if we do not have an up to date telephone number, either a land line or mobile number, or both, is very helpful.

## **PRACTICE NEWS**

Remember if you have any suggestions or would like to see something added to the newsletter, please inform reception or put it in writing in the suggestion box.

*Thank You*

