



# Dr Shetty and Partners Newsletter

AUTUMN 2011

Welcome to the autumn edition of the Practice Newsletter.

These newsletters are a way of helping us to get important information about the practice to you. If you have any suggestions or ideas for future newsletters, please give me a call on 08445769058. Once we have moved over to the new building we are hoping to develop and increase the services that we provide so watch this space!!!

*Chrissie*

## FLU VACCINATION

It is really important that you are vaccinated against the flu virus if you are

- Suffering from a chronic respiratory disease
- Suffering from chronic heart disease
- Suffering from chronic kidney disease
- Suffering from chronic liver disease
- Suffering from chronic neurological disease
- Diabetic
- Over 65 year of age
- Pregnant
- A registered carer
- Immunosuppressed due to disease or treatment
- Living in residential care facilities.

**Make an appointment  
now!**

The Doctors at the surgery will always try to deal with all your health problems at one appointment, but this is not always possible. If you have a number of things that you would like to discuss with your doctor, try to prioritise these. If for any reason the doctors can not deal with everything in one appointment they may ask you to make a further appointment.

## PATIENT PARTICIPATION GROUP

If you are interested in coming to our group, please contact me on 08445769058. Your ideas and suggestions as to how we can improve our service to you are invaluable.

Meetings are held at 3 monthly intervals

**THE MORE THE MERRIER!!!**

*Chrissie*



## NEW REGISTRATIONS

We are currently taking on new patients.

If you have any family or friends who are not registered with a doctor or are unhappy with their current service please feel free to take a practice leaflet for them.

If they would like to register with the Surgery they can do so in the week beginning :

29th August  
19th September



### TRAINING DATES

We are required to close for Protected Learning Time monthly through the year.  
The upcoming dates and times are

21st September all afternoon  
19th October 12–2pm  
16th November 12-2pm

### Pharmacy Delivery of Prescriptions

Due to a number of issues with the current delivery service we will no longer give a prescription to a pharmacy unless they request it from us. When ordering your prescription:

1. Contact the surgery and order your prescription
2. Contact your usual pharmacy and ask them to collect it from us

### FAILURE TO ATTEND APPOINTMENTS

Last month 173 appointments were wasted because patients didn't cancel their appointments.

Please ring to let us know if you are not able to attend your Appointment so that we can use these appointments for other patients that need them.

**It really does help!!!**

### NEW BUILDING UPDATE

We have a date!!!

We will be moving into the new building the weekend of the 15th/16th October so as of the 17th October you will find us in the new building

### POSTAL PRESCRIPTIONS

We are currently experiencing problems with the postal service whilst in the temporary accommodation

We always process the prescriptions received by the practice within 48hours but for some reason we are not receiving them until a week after postage and they are not being received by patients until a week after leaving the surgery.

We would be grateful if you could allow extra time when posting prescriptions to allow for this

Thank you for your support

Dr Shetty and Partners