

REDWOOD HOUSE SURGERY

PATIENT PARTICIPATION GROUP NEWSLETTER

Winter 2013

If you would like more information on Redwood House Patient Participation Group you can contact Julie Hart on 01628823029 or Email juliehart1956@googlemail.com

UPGRADE OF SURGERY SYSTEM

The surgery's computer system (EMIS) will be upgraded from Wednesday 11th December to the latest version used throughout the NHS. Please be patient as the new system beds in and all the staff go through a learning curve. The upgraded system will bring new benefits – look out for details on new features during spring 2014.

ASTHMA PATIENTS

If you are on the asthma register (ie take medication) please ask at reception if you are due an asthma review with Sarah our Practice Nurse.

FLU JABS

If you are in a vulnerable group (over 65, pregnant, neurological disease, diabetes, heart disease, weakened immune system, liver disease, kidney disease, pregnant, respiratory disease) and have not had your flu jab yet please book an appointment with a nurse as soon as possible.

CHRISTMAS OPENING HOURS

Christmas	
Monday 23 rd December	8am - 6.30pm
Tuesday 24 th December	8am - 1pm
Christmas Day	Closed
Boxing Day	Closed
Friday 27 th December	8am – 6.30pm

New Year	
Monday 30 th December	8am – 6.30pm
Tuesday 31 st December	8am – 1pm
New Years Day	Closed
Thursday 2 nd January	8am – 6.30pm
Friday 3 rd January	8am – 6.30pm

If you require medical assistance at a time when the surgery is closed please call 111. This is free from both landlines and mobile phones.

REPEAT PRESCRIPTIONS

Just a reminder that repeat prescriptions are no longer taken over the telephone. You can use the on line service, drop your repeat slip into the local chemist or the surgery, or send a fax.

BOOK, CD and DVD SALES

We are delighted that our sales have raised enough money to cover the cost of the water cooler (installed as a direct result of patient feedback from the last survey) and any excess will be donated to our charity The Thames Valley Hospice. Please continue to support this by donating unwanted books etc and by buying from our stock next time you are in the waiting room.

PATIENT SURVEY

A patient survey will take place in early 2014. This will be available in the surgery as a paper copy and also on the website. Please make time to complete this as it is your opportunity to feedback and help shape the surgery for the future.

PRACTICE WEBSITE?

The practice website can be found at <http://www.redwoodhousesurgery.co.uk> and gives access to a wide variety of useful information

CANCELLING APPOINTMENTS

The number of unattended appointments continues to be high. **PLEASE PLEASE** if you no longer need your appointment then remember to cancel it.

CONTACT DETAILS APPEAL

Please update the surgery on any change to your details, especially telephone numbers and change of address. You can do this on the website or contact the surgery.