

## 2019 Newsletter



### CARE QUALITY COMMISSION INSPECTION RESULTS

We are delighted to inform you that Amersham Vale Practice has been given a Care Quality Commission (CQC) overall rating of **"Outstanding"**. Please visit our Practice website to see the report [www.amershamvale.co.uk](http://www.amershamvale.co.uk)



### ONLINE PATIENT ACCESS

Are you too busy to come to reception to book your appointment or order your prescription?

With Patient Access, you can now access some of your GP services online— book appointments and order repeat prescriptions, at home, work or on the move — wherever you can connect to the internet. What's more, because Patient Access is a 24 hour online service you can do this in your own time, day or night.

After setting up your account with our receptionist you can log in to the Patient Access section of our website [www.amershamvale.co.uk](http://www.amershamvale.co.uk), or download Patient Access App for your smartphone.

If you would like Patient Access please ask the reception staff for the details. You will be issued with a unique PIN number after **providing photo evidence of your identity**.

### PHARMACY SERVICES

**Pharmacy First Scheme**—provides advice, treatment and medicines for common ailments from your local pharmacist. If you have any of the common ailments listed below, you can access the Pharmacy First scheme by visiting one of the pharmacies taking part in the scheme (**please ask our receptionist for the leaflet listing the local participating pharmacies**).

#### **Common Ailments:**

- |                              |                           |
|------------------------------|---------------------------|
| • Minor burns and scalds     | • Nappy rash              |
| • Conjunctivitis             | • Heartburn               |
| • Earwax                     | • Diarrhoea               |
| • Teething                   | • Piles                   |
| • Fever                      | • Hay fever               |
| • Threadworm                 | • Sore throat             |
| • Itching due to chicken pox | • Cold and flu            |
| • Athlete's foot             | • Headache                |
| • Cold sore                  | • Sprains and strains     |
| • Contact dermatitis         | • Insect bites and stings |
| • Head lice                  | • Vagina thrush           |
| • Constipation               | • Mouth ulcer             |





## Patient Involvement

### **Patient Participation Group**

**Future scheduled meeting dates :**

- **Tuesday 19th March 2019**

### **All meetings will start at 6:45pm.**

This is a chance for all patients to meet other members of the patient group and practice staff and give your suggestions on how we could improve the service for you. Refreshments are provided.

We are keen to continue making changes to improve our patient's experience of health care provided by this practice.

You can participate by attending 2 meetings per year and/or via email. We are keen to get new members for the patient group. Please speak to our receptionist or email PPG Lead Person Lianne.auguste@nhs.net.

There are several ways to give feedback and influence changes in the practice.:

- ***Comment and suggestion box***
- ***Feedback via practice website***
- ***NHS Choices [www.nhs.co.uk](http://www.nhs.co.uk)***
- ***Write to our Practice Manager: [jgoncalves@nhs.net](mailto:jgoncalves@nhs.net)***
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If you think this is good practice and you would recommend us to other people then we would be very grateful if you could log a positive comment on the NHS Choices website (quick link) [www.tiny.cc/fu7sl](http://www.tiny.cc/fu7sl)



## **STAFF CHANGES:**

### New Staff :

- Dr Angelika Razzaque
- Dr Heledd Vaterlaws ( returning from maternity)
- Dr Lucy Czaplicka

### Registrars

- Dr Nisha Prasad
- Dr Aarminah Verity
- Dr Chee Yeen Fung



## **WINTER IS COMING...**

NHS Choices website offers variety of advice to make sure we are all safe and prepared for winter season. From October NHS advise patients about FLU season:

"Flu vaccination by injection, commonly known as the "flu jab" is available every year on the NHS to protect adults (and some children) at risk of flu and its complications.

Flu can be unpleasant, but if you are otherwise healthy it will usually clear up on its own within a week.

However, flu can be more severe in certain people, such as:

- anyone aged 65 and over
- pregnant women
- children and adults with an underlying health condition (particularly long-term heart or respiratory disease)
- children and adults with weakened immune systems

Anyone in these risk groups is more likely to develop potentially serious complications of flu, such as pneumonia (a lung infection), so it's recommended that they have a flu vaccine every year to protect them.

The flu vaccine is given free on the NHS as an annual injection to:

- adults over the age of 18 at risk of flu (including everyone aged 65 and over)
- children aged six months to two years at risk of flu

**If you wish to pre-book an appointment for a flu jab, please speak to our Receptionist.**