

2017 Newsletter

HEALTH help NOW

ARE YOU NOT FEELING WELL? CHOOSE YOUR CARE WISELY...

NHS is in crisis and patients using hospital's Accident and Emergency Department incur high costs to the CCG. Amersham Vale Practice does not promote A&E attendance unless it is life threatening or serious injury. We would like to remind patients about wide range of alternative health services offered by our Practice and NHS.

Please visit Health Help Now on <http://www.healthhelpnow-nhs.net/> to help you to decide between the services. Please ask reception or go to our website to see variety of appointments available to registered patients.



ONLINE PATIENT ACCESS– BOOK APPOINTMENTS & ORDER REPEAT PRESCRIPTION ONLINE

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, 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**.



FLU SEASON is here

NHS Choices website offers variety of advice to make sure we are all safe and prepared for winter season. From September 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.



(DNA-Did not Attend) Missed/Unused appointments

On average Amersham Vale Practice has approx. 39 DNA Appointments every week. These are the appointments that have not been cancelled in advance, therefore could not be offered to another patient– unused appointments.

Goldsmiths
UNIVERSITY OF LONDON

GOLDSMITHS STUDENTS REGISTRATIONS

Amersham Vale Practice has been awarded a contract to be primary provider of Primary Care (GP) services to this prestigious local institution– Goldsmith’s University in Lewisham.

Students from this University are welcomed to register with our Practice to be able to obtain Primary Care General Practice Services during their studies.

Please ask reception for more information.



OUT OF AREA REGISTRATIONS (OOA)

We recognise that not all patients wish to register at a surgery close to their home address. Out of area registration is a new form of registration allowing patients to register with our practice that is close to their work or study place.

There are some patients who are not suitable for OOA registration.

Please ask reception for more information.



HEALTHIER YOU: NATIONAL DIABETES PREVENTION PROGRAMME (NDPP) IN LEWISHAM

This is a new NHS Diabetes Prevention Programme. It is the first programme like this in the world, and it could help protect you against diabetes.

The programme runs in Lewisham and you might get a free 12 weeks voucher for Slimming World and a membership for your local leisure centre.

Anyone aged 18+ with a blood glucose level in the past 12 months that falls into the prediabetes range (please check with your GP) is eligible for our evidence-based behaviour change programme.

275,000 people in South London are at risk of developing Type 2 Diabetes - a largely preventable disease

You can enrol via:

- **Online at healthieryousouthlondon.org**
- Calling 0800 092 1191



HELP-DIABETES FOR PATIENTS DIAGNOSED WITH DIABETES TYPE 2

HeLP-Diabetes is an online NHS platform that has been designed to help patients diagnosed with Diabetes to:

- Eat well
- Learn about type 2 diabetes and how to avoid complications
- Feel in control of your treatment
- Live healthier and happier

For more information please visit the website: <https://www.help-diabetes.org.uk/>



MJog– The Automated appointment reminder system

If we have your correct mobile number recorded on our system, you will be receiving the appointment reminders via text message.

We will also contact you via text message about any upcoming checks, that you are eligible for.

You are able to reply to these messages with just one click of the button to: cancel, decline or accept the reminder.

If you do not wish to receive any text messages from us please let our Receptionist know.