



Royal Crescent Surgery Newsletter

October 2018

www.royalcrescentsurgery.co.uk

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The Surgery will be **CLOSED** for staff training on **Thursday 4th October from 3:30pm**



FLU CAMPAIGN 2018

Flu vaccine invitation letters have gone out to all eligible patients. This letter will tell you which Flu Clinic to attend for the correct vaccine.

It is important you try to attend the clinic stated on your letter.

Please contact the surgery as soon as possible if:

- ◆ you think you are eligible but have not received a letter
- ◆ you are unable to attend the clinic dates given to you



Improved Access to General Practice Service (IAGPS)

Did you know you can book a routine appointment outside of normal practice hours?

There is a new service based at Weymouth Community Hospital which is staffed by local GP's, Nurse Practitioners, Practice Nurses and Health Care Assistants who provide a mixture of Primary Care appointments.

Various clinics run weekday evenings and at the weekends.

There are appointments available for:

- ◆ GPs
- ◆ Nurse Practitioners
- ◆ Dressings
- ◆ Blood tests

Please ask at the surgery if you would like to book an appointment.

This service is separate from the existing Urgent Care Service, but does use the same building and reception.

The GP Patient Survey 2018 How did we do?

- **100%** of patients felt their needs were met during their last appointment.
- **100%** said they were involved as much as they wanted to be in decisions about their care and treatment.
- **98%** found it easy to get through on the telephone.

Thank you if you responded to the survey. We are very pleased with the results.

To see the full results and compare us to other surgeries visit:

www.gp-patient.co.uk
and search for

Royal Crescent Surgery DT4 7BY
(The Practice results are combined for Preston Road Surgery and Royal Crescent Surgery)

New Service For Carers

You can now book a **One to One session with a Carers Caseworker at the surgery.**

Appointments are available on the 2nd Thursday of the month 9am-1pm alternating between Royal Crescent and Preston Road Surgery.

You will be able to discuss any concerns you may have, what you are struggling with and what support you feel would be beneficial to you regarding your caring role.

For further information and to book an appointment, please contact the Carers Lead at the surgery.

A Safe & Well visit is a totally free service offered by Dorset & Wiltshire Fire and Rescue Service.

A member of the team will visit you at home at a convenient time and offer advice to make you and your family safer and healthier in your own home.

With the winter months coming up, and fire places returning to life it is well worth requesting a visit.

You can request a visit by **calling 0800 038 2323**

or find out more online by visiting www.dwfire.org.uk.

Stay Safe and book your visit today.

Did You know?

CALL 111 When you need urgent medical advice but it's not a **999** emergency.

If you have regular prescriptions you will be asked to nominate a pharmacy so we can send your prescription directly to the pharmacy of your choice. This is our preferred quickest and environmentally friendly way of processing prescriptions.

You can visit the **Urgent Care Centre at Weymouth Hospital** for minor injuries or urgent medical problems when the surgery is closed. **Open 8am-8pm 7 days a week.**

If you have regular blood tests why not sign up for Patient Online Services and through this request access to your detailed coded record. Once activated you will be able to view your medical record and blood test results including any message from your GP about the results.

We have an active Patient Participation Group. Any patient can join, please ask at reception for further details.

Walking for Health provides gentle, enjoyable walks on the flat between 10 and 45 minutes long. If you would like to join a walk and **improve your health and wellbeing** call Julie Hursthouse on 01305 838497 to find out more.