

OXTED HEALTH CENTRE PPG AUTUMN NEWSLETTER 2017

Oxted Health Centre:

10 Gresham Road,
Oxted,
Surrey,
RH8 0BQ

Tel: 01883 734000

Fax: 01883 713779

Oxted Health Centre Opening Hours:

Monday:
8:00am-7:30pm

Tuesday:
8:00am-7:30pm

Wednesday:
8:00am-7:30pm

Thursday:
8:00am-6:30pm

Friday: 8:00am-6:30pm

Weekend: CLOSED

GP Appointments

It is a NHS England standard that GP appointments are for 10 minutes unless there are special circumstances when a longer appointment can be requested. All patients want to be seen on time, so there is pressure on the doctors to keep to the 10 minutes which can be difficult when patients have multiple problems that they want to discuss. Just a few minutes extra with each patient can mean a wait of 30 minutes for those with later appointments.

Before you make an appointment consider whether it is a problem that can be dealt with by a pharmacist.

If you do feel you need to see a doctor there are a number of things that you can do to make good use of the appointment time.

Plan ahead to make sure you cover everything you want to discuss.

Before you see the GP, write a list of problems, starting with the most important. List your symptoms, so you don't forget them. Write down when they started and what makes them better or worse during a 24-hour period.

You can bring a friend or relative if you're worried.

Be honest about what you think may be causing the problem, and don't be embarrassed.

Be sure you are clear about what the GP is recommending, such as referring you to a specialist or prescribing a different medication. For more information, read about the specialist referrals and services your GP may recommend (<http://www.nhs.uk/NHSEngland/AboutNHSservices/doctors/Pages/gp-referrals.aspx>)

Ask the GP to repeat and explain anything you don't understand or get the doctor to write them down, so you can look them up later. If you and your GP decide you need to be referred for specialist tests or treatment, you usually have a right to choose which hospital and/or consultant led-team you go to (<http://www.nhs.uk/NHSEngland/AboutNHSservices/NHShospitals/Pages/HospitalsSummary.aspx#choice>)

You may also find the sections on 'What to ask the doctor' (<http://www.nhs.uk/NHSEngland/AboutNHSservices/doctors/Pages/questions-to-ask-the-doctor.aspx>) and 'Can I speak to a GP about someone else's health.' (<http://www.nhs.uk/chq/Pages/speaking-to-gp-about-someone-elses-health.aspx?CategoryId=68&SubCategoryId=158>)

Finally, if you have made an appointment and no longer need it,

make sure you cancel it either by phone or online.



When it's less urgent
than 999

Local Pharmacies:

Boots:

48 Station Road East,
Oxted,
Surrey,
RH8 0PQ
Tel: 01883 712620

Paydens LTD:

22 Station Road East,
Oxted,
Surrey,
RH8 0PG
Tel: 01883 712081

Raimins

224A Pollards Oak Road,
Oxted,
Surrey,
RH8 0JP
Tel: 01883 712266

This newsletter is published
by the Oxted Patient
Participation Group (PPG)
Email:

oxtedppgsecretary@gmail.com

Computer System

To provide the best possible care to patients, it is becoming increasingly important for GP practices in East Surrey to be able to work together. To help achieve this we needed to change our computer operating system which has unfortunately caused the disruption to appointments and prescription requests during the last few weeks.

The practice apologises for the difficulties that patients may have experienced but we believe the benefits of this change will improve our services.

WiFi

The provision of WiFi for access to the internet is expected in most public areas such as coffee shops and libraries. Many patients have asked if this can be provided in the waiting room and thanks to a NHS grant we are well on the way to providing this and we expect service to start in the next few weeks.

Flu Jabs

Flu must be taken seriously. Having a flu jab is especially important if you have...

- Chronic lung disease including asthma
- Diabetes
- Chronic heart, liver or kidney disease
- Lowered immunity
- Chronic neurological disease

Or if you...

- Are aged 65 or over
- Are or may be pregnant
- Look after someone who wouldn't be able to get by without you

Contact the surgery to book your appointment!

Clinics available

- Saturday 30th September
- Saturday 21st October

Week day appointments are also available

Training At Oxted Health Centre

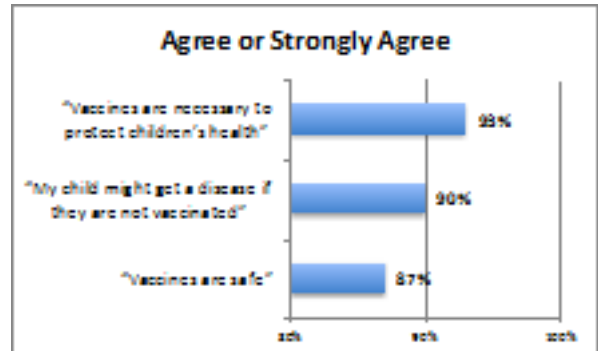
NHS England have agreed that the Health Centre can close one afternoon each quarter to give training to the staff.

The next closure will be on the afternoon of Wednesday 4th October, during this time if you have an urgent medical need you will be asked to call the Out of Hours Service who will provide care

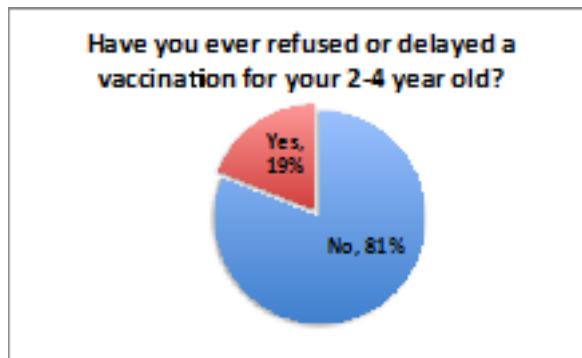
Immunisation Survey

Thank you to all the parents and carers who participated in our online survey on childhood vaccinations for 2-4 year olds.

Overall we found that people had a positive attitude towards vaccinating their children:



The majority had never refused a vaccination:



For the 19% that had refused in the past, the majority of the comments mentioned that they had refused the influenza vaccination. Let's not forget that flu is a serious illness, and the next few months will be challenging if we are to avoid an influenza outbreak like the tragic one in Australia. A child with flu will likely be recovering at home for one to two weeks—an additional strain for working parents. We are currently preparing the child vaccinations and will shortly be announcing dates.

Next Talk- Your Liver and Your Lifestyle

The upcoming talk will be explaining how to, and the importance of achieving the right balance in your life. The talk will be given by Dr. Asif Mahmood Bsc MBChB MD FRCP, a gastroenterologist who will cover how alcohol, diet and obesity all play a major role in liver disease. It will take place on Wednesday 11th October 2017 at 8pm. The venue is:

United Reform Church,
21 Bluehouse Lane,
Oxted,
RH8 0AA



