

MUCH BIRCH SURGERY

NEWSLETTER

DRS DAVIES, JOHNSON, ENGLAND & SEFTEL

THE SURGERY, MUCH BIRCH, HEREFORD HR2 8HT

Tel No: 01981 540310

Repeat Line No: 01981 541167—open 10:00-12:30 Mon-Fri

Fax No: 01981 540748

Website: <http://www.muchbirchsurgery.co.uk>

Contact the Surgery by e-mail: admin.muchbirch@nhs.net



Well Christmas is really only just around the corner - it has crept up on us very quickly this year. Where has the year gone?

Autumn has been extremely busy again this year with 1500 seasonal flu jabs given and, more recently, delivering swine flu vaccinations to the priority groups. Swine flu vaccinations for vulnerable people will continue into 2010 according to Department of Health guidelines. We would like to thank everyone who has responded to invitations and we would also like to thank Mr and Mrs Dowsett for providing refreshments in aid of the Acorns Children's Hospice at the flu clinics.

Please check the Department of Health website for latest information on swine flu vaccine.

We understand that some patients will not wish to have a swine flu jab—but it would help us if you respond to the invitations, either to book an appointment or to decline the vaccine (as this will help us to keep your medical record up to date and avoid sending you further unwanted invitations).

There are links to the swine flu helpline on our website www.muchbirchsurgery.co.uk or, if you have specific queries, please contact the surgery by telephone or e-mail on admin.muchbirch@nhs.net.

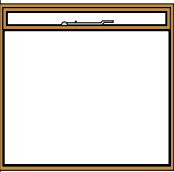
**MERRY CHRISTMAS TO YOU ALL AND A HAPPY AND HEALTHY NEW YEAR
FROM ALL AT MUCH BIRCH SURGERY**

SWINE FLU INFORMATION

If you think you have the symptoms of swine flu please telephone:-

0800 1513 100

If swine flu is suspected, you will be given a special voucher number (so its helpful to have a pen and paper ready) in order to collect your anti-viral treatment. You will need to ask a 'flu friend' (a family member or a neighbour) to collect your medication from one of the local chemists (quoting your voucher number). Tamiflu should help to alleviate the symptoms of swine flu, but it is not stocked by GP Surgeries or dispensaries.



You will have noticed that we now have a window at the reception hatch which prevents the cold winter draughts from entering the reception area. We will attend to you promptly, but please forgive us for any delays if we are taking a telephone call from another patient or hospital. Thank you.

STOP SMOKING ADVICE

Want to break free from the smoking habit?????

Herefordshire Stop Smoking line on 01432 383567 is available to take your questions and provide free and friendly help and support with stopping smoking.

Much Birch Surgery runs Stop Smoking Clinics, please ask at Reception for information.

DIETARY ADVICE We now have a Dietician—Sarah Harding—at the surgery. Sarah is happy to assist and support you with dietary advice. If you would like help on dietary matters, losing weight or maintaining a healthy lifestyle, please ask at reception for more information or an appointment to see Sarah.

ORDERING REPEAT MEDICATION OVER THE HOLIDAY PERIOD.

Please try to order your repeat medication in plenty of time to cover you for over the Christmas and New Year period. The dispensary is very busy at this time of the year, but we aim to provide your medication promptly, so kindly allow 48 hours between ordering and collecting your repeats.

NEW GP WALK IN CENTRE

Open from Monday 14 December 2009

GP Access Centre, ASDA Building, Belmont Road, Hereford HR2 7GE

Telephone 0330 123 9309

Opening hours 8 am—8 pm 7 days a week

Providing general medical services to non-registered patients. You can see a GP or Nurse without an appointment while still remaining registered with your own GP

CHRISTMAS AND NEW YEAR OPENING TIMES

THURSDAY 24 DECEMBER	URGENT APPOINTMENTS ONLY
FRIDAY 25 DECEMBER	CHRISTMAS DAY— CLOSED
MONDAY 28 DECEMBER	BOXING DAY—CLOSED
TUESDAY 29 DECEMBER	OPEN AS NORMAL 08:00—18:30
WEDNESDAY 30 DECEMBER	OPEN AS NORMAL 08:00—18:30
THURSDAY 31 DECEMBER	OPEN AS NORMAL 08:00—18:30
FRIDAY 1 JANUARY 2010	NEW YEAR'S DAY—CLOSED
MONDAY 4 JANUARY	OPEN AS NORMAL 08:00—18:30

If you have an emergency, please ring:

Much Birch Surgery on 01981 540310—and you will be automatically redirected to the Primcare Out of Hours Service.

Alternatively please telephone Primcare direct on - 0330 123 9309

For medical advice please telephone NHS Direct on - 0845 46 47



We welcome back Cynthia Mussell and Danielle Marsh who have returned to work as locum Receptionists during busy periods and staff holidays. Thank you both very much.

AUTOMATED ARRIVALS

The screen in the waiting room allows you to check in for your appointment without having to queue at Reception. However, please speak to the Receptionist on duty if you encounter any problems.

CAR PARK

Please take care parking at the surgery. It does get extremely busy and full especially at this time of the year. We are asked not to park on the roadside outside of the car park as this makes life very difficult for the lorry drivers delivering to the local farms. Parking in the surgery car park is at your own risk.

Thank you.

EMIS ACCESS—

As you will know by now, the e-mail address for repeat prescription requests has been replaced by EMIS ACCESS—which is an online facility to order your repeat medication directly from your medical record. You can book appointments this way too. We hope that patients find this helpful and more convenient.

However, we do understand that some patients have initially found it a little difficult to navigate, so if we can assist you in the set up process, your ID or login details, or with any other aspect, please contact Lynette Roberts.

When booking appointments, please be aware that if a locum doctor is on duty—the session will advise you of this. Unfortunately there have been occasions when patients have not noticed this when booking and have then been disappointed.

The online ordering of medication has been a great success and has made ordering and processing repeat medication requests more efficient. Requests received before 12:30 lunch time will be processed within 48 hours (2 working days). Requests received after 12:30 will be allocated to the following day's requests.

If you require more information about EMIS ACCESS please ask at Reception.

Alternative methods for ordering your repeat medication include:-

- 1 Telephone the repeat medication line on 01981 541167 between 10:00 and 12:30 Monday to Friday.
- 2 Fax your request to 01981 540748
- 3 Drop off your repeat medication slip (tick the items you require) and pop it into the post box to the right of the automatic door at the surgery.

Thank you.



We are very sorry that Tara Rowlands one of our Dispensers has left us to move on to 'pastures new'. Tara has been at the surgery for over ten years. We are grateful for Tara's cheerful disposition and professional approach to the dispensing service at Much Birch.

We celebrated Tara's leaving with a 'girls' night out which was great fun and also a leaving lunch on 7 December.

We wish you GOOD LUCK TARA - we will all miss you.

AUTO REPEATS

We are now able to offer a new service to patients who have the same drugs each month on repeat prescription. Please ask the Dispenser about auto-repeats or check on our website for more information.