

Practice news

Flu Season

Unfortunately there is a NATIONAL problem with the supply of flu vaccines this year. This is with the suppliers not AHMC

EXTENDED ACCESS

This service is now available at AHMC 7 days a week for all Wellingborough surgeries. This is a BOOKED APPOINTMENT only service which has to be booked at patients OWN surgery, this is not for ongoing problems. There is a certain criteria for this service, the service is available on:

Monday-Friday

18.30pm-20.00pm

Saturday –Sunday

08.00am-12.00 noon.

You may not be guaranteed to see your own Doctor it may be a Doctor from another surgery. Patient consent for this will be required

The surgery closes one Wednesday afternoon

Everyone will be aware that the ambulance and A&E services are still struggling to cope with demand. These services are for **SERIOUS OR LIFE THREATENING SITUATIONS** So what are the alternatives to A&E?

SELF CARE—For minor illnesses such as coughs, colds, sore throats, stomach upsets and minor injuries, just keep a good range of medicines such as paracetamol, throat lozenges and anti-diarrhoea medicine at home, and keep them well away from children.

PHARMACIES—Your local pharmacy should be able to help you cope with a range of minor illnesses with remedies for such as, coughs, colds, flu, sore throats, stomach upsets and prescriptions for conjunctivitis, cystitis.

GP SURGERY—We have a duty doctor available all day to deal with non-life threatening illnesses and injuries. We make every effort to see all patient who really do need to be seen urgently the same day and many minor illnesses can be dealt with over the telephone. Our operators will ask for information about why you are calling—this is simply to help us signpost you to the most appropriate person for treatment. When we are closed, call 111 for medical advice and attention that cannot wait.

TREATMENT AREA and other nurse lead clinics are for PRE-BOOKED appointments ONLY there is no walk in service.

PHLEBOTOMY SERVICE— This is open Monday, Wednesday and Friday 08.45 to 12.45

CORBURYURGENT CARE CENTRE—The Corby walk-in centre in Cottingham Road, Corby NN17 2UR is open 8 .00 to 8.00 365 days a year. No appointment is needed. The centre can deal with any illness or injury that needs urgent attention, including fractures and injuries. .

NHS 111— is open 24/7, every day. 111 will always be able to direct you to the most appropriate service. If you are in doubt about whether to attend A&E, you should always check with 111 before you set out.

ONLINE SERVICES

Did you know that you can book appointments, order repeat medication, change your contact details and get access to a summary of your medical record online? This is a secure service that requires registration. To register, simply fill in an application for online services, a form which can be downloaded from our website. On receipt we will send your user id and password to you by post.

SMS MESSAGING—Most of our patients who receive SMS reminders when they book appointments value this service. The fact that patients can cancel an unwanted appointments by replying CANCEL to their reminder saves appointments that can be offered to someone else. .

DNA'S—By not turning up for an appointment it is costly and takes an appointment away from someone who needs it. Please inform us if you **CANNOT** attend your appointment by either replying cancel to your SMS appointment reminder or telephone 01933 234900 option 6

Please note that these reminders are automated so any reply to a reminder other than **CANCEL** is ignored. If you want to rebook at a different time, you must **CALL** the surgery. You may opt out of receiving all SMS messages by

every month for (PLT) protected learning time. This is for both Clinical staff and the administration staff. Here are the upcoming dates for you:

2019 –

November 6th

December 4th

2020

January 15th

February 12th

March 11th

April 22nd

May 13th

June 17th

July 15th

August 12th

September 16th

October 14th

November 11th

December (None)

contacting the surgery.

Please remember to tell us if you change any of your contact information.

Please allow 48 HOURS for prescriptions, new hospital requests please allow 5 WORKING DAYS

Please allow 72 HOURS for sick notes (we do not issue duplicates)

Albany House

Please Telephone 01933 234900 and select your choice of option as listed below:

Option 1 Routine & Same day appointments (08.30 to 18:00 Monday to Friday) 01933 234 900

Option 2 Home visits line (08:00 to 18:30 Monday to Friday): 01933 234 900

Option Cancel an appointment(voicemail service) : 01933 234 900

Option 4 Test results(14:00 to 16:30 Tuesday and Thursday): 01933 234 900

Option 5(09.30 to 12.30 Monday to Friday): 01933 234 900

Wollaston Surgery

Please Telephone 01933 665 011

Branch opening times

Monday 14.30 to 17.30

Tuesday 08.30 to 11.30

Thursday 08.30 to 11.30

When we are closed: call 111

GP Training—we are one of the leading GP training practices in Northamptonshire some of the doctors you may see may only be with us for a short training period.

AHMC is a Research & Development unit it is facility dedicated to the performance of phase II-IV clinical trials in Primary care