

### Flu Vaccination

Charnwood 08444 778585

Mackworth 08444 773056

Please ring  
for test  
results after  
2pm.

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The 'flu season is fast approaching and with it the 'flu vaccine clinics. The government sets the criteria for which patients are invited for NHS funded 'flu vaccines and these criteria are intended to include all of those patients in the country who are more vulnerable and for whom a dose of 'flu could pose a very serious health risk. If you are in any of these groups you should have already received an invitation letter asking you to book in to one of the many 'flu vaccination clinics.

#### About the 'flu'

The 'flu season typically starts from October and could possibly last through to March. For this reason it is wise to book in for your 'flu vaccine as soon as possible as it takes 10 to 14 days to be effective in producing enough antibodies to protect you from 'flu.

The 'flu virus changes a little from year to year therefore the World Health Organisation which monitors these changes advises which 3 strains to include in each year's vaccine.

#### Who should have the vaccine

Everyone over 65 years of age  
Those aged 6 months or older with any of the following conditions:  
Chronic Lung Disease  
Chronic Heart Disease  
Chronic Liver Disease  
Chronic Kidney Disease  
Chronic Neurological Disease  
Diabetes



And those in the following groups

Pregnant women  
People who need to take medication which suppresses their immune system or who have disorders of the spleen or had splenectomy  
People in long-stay residential care homes  
Carers

If you are in any of the groups mentioned above and have not received an invitation letter please contact the surgery.

#### You should NOT have the vaccine

If you have an allergy to eggs or had a severe allergic reaction to the 'flu vaccine in the past.

If you are ill and are running a high temperature, please postpone the vaccination until you have recovered.

**If you would like to know more about the 'flu vaccine please feel free to speak to one of the Practice Nurses or to a GP or Nurse Practitioner.**

**BRONZE  
MEDAL FOR  
DI!**



# World Transplant Games - Well Done Di!

You may recall that in the last Newsletter Di, one of the receptionists was off to the World Transplant Games in Sweden.

Well Charnwood is proud to report that she came home a medallist!

Di says that after an amazing opening ceremony she competed in a cycle road race, but unfortunately got a puncture on the last lap. The following day she swam in the 100m freestyle and came fourth.

On day 3 Di won a bronze medal in the cycling time trials. She said it was an amazing feeling to have won a medal for her country.

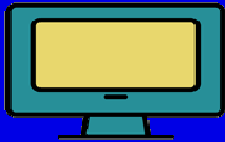
Di didn't rest much when she got home! In August she competed in the UK games in Belfast and won 2 bronze medals for cycling and silver in the swimming freestyle relay.

Well done Di!

She now has her hopes set on a gold medal in Africa in 2 years time.....



**TOUCH SCREEN**



## Patient Self Check-in

Watch out in Charnwood's waiting room for a new touch-screen patient check-in system. It is due for installation soon, and will allow patients to mark themselves as having arrived for their appointment on the computer system.

The touch screen system is easy to use with step-by-step instructions available in a variety of languages. Having this screen will mean that patients no longer have to queue to talk to a receptionist to say they have arrived.

Members of Charnwood's Patient Participation Group (PPG) will be available initially to help show patients what to do if they wish to use the system.

Patients that arrive 10 minutes or more late for their appointment, and try to use the touch screen will be directed to reception where the doctor/nurse will be asked if they are still able to see the patient or whether they will need to rebook.

We hope this facility will help improve the service Charnwood offers.

**PASSWORD  
PLEASE!**

## Booking Appointments On-line

Another new advance that the surgery is trying out, to improve services for its patients, is an on-line appointment booking system.

In order to use this, patients will need their own log-in & password, which are issued by the surgery. Initially only a few appointments will be available each week so that the surgery can monitor the likely demand. If you would like to try this service then please ask at reception for a log-in & password.



## New GP Registrars



So, along with our existing Registrars Dr Sharan Dhaliwal and Dr Lucy Etukakpan we now have 4 Registrars who are all in the final year of GP training.

Two more Registrars will join us in December.

The surgery would like to welcome 2 new GP Registrars who joined the team in August.

Dr Josephine Adiomomre and Dr Maya Mistry.

**It takes an extra 3 years training to become a GP.**

## Patients Needed

Charnwood's Patient Participation Group (PPG) is still looking for new members to help us to improve communication with our patients and in planning services for the future.

For further information please feel free to come along to the next meeting at Charnwood Surgery on;

**Monday 3rd October at 6pm or Monday 5th December at 6pm**



**CHARNWOOD NEEDS PATIENTS FOR IT'S PATIENT PARTICIPATION GROUP**

## The Reception Team

Charnwood has a reception team of 13 who have to cover both the main surgery and the branch surgery in Mackworth.

Each receptionist has general reception duties such as answering the telephone, making appointments, & dealing with patients and visitors at the reception desk.

In addition to this, many of them are personal assistants to a GP, and help with informing patients about test results.



**THANK YOU LADIES!**

Receptionists also coordinate some clinics, and registers of patients with certain problems, to make sure they are offered a review regularly in surgery.

Another big job for the reception team is the coordination and printing of repeat prescriptions that are then checked and signed by the GPs.

## Repeat Prescriptions

Patients on repeat medication should have a repeat medication slip (usually attached to prescription)

Mark item/items required & either;  
- put in Repeat Prescription Request Box situated on front desk of reception or if closed place in the box outside the main building/through the letterbox at Mackworth.

- post the request to us & if you enclose a stamped addressed envelope we can post the prescription back to you.  
- fax the request to us on: 01332 291830 (Main Surgery), or 01332 385712 (Mackworth branch)

**You must allow at least 2 WORKING DAYS for prescription requests to be processed. Try & order when you still have 1 week supply left, to allow for any queries to be dealt with.**

If you are requesting your medication early please state reason why on the request, e.g. going on holiday

Your repeat prescription slip will have a review date. This tells you when you may need to see your doctor for a review.

For further/more detailed information, please ask at reception for a leaflet.

**YOU DON'T NEED TO SEE A DOCTOR TO GET A REPEAT PRESCRIPTION**

# How To Book An Appointment



We have a number ways of helping you to get an appointment with a health professional of your choice. You are welcome to book appointments at either our branch or our main surgery.

- Pre book an appointment one week in advance for non urgent problems/reviews. These are available Mon-Fri at specific times, early morning and late afternoon; Sat mornings 8.30-10.30; Thurs evenings until 7.30pm; Wed mornings from 7am-8am.
- Telephone appointments are available for most doctors on most days.
- Ring at 7.45am on Mon and 8.00am Tues – Fri for same day appointments.
- We have Advanced Nurse Practitioners (ANPs) who can diagnose, prescribe and will provide you with help for chronic ( things you have had a long time ) or acute illness ( new problems that have just occurred ) Carmel Ashby and Julia Taylor are with us permanently and we sometimes employ locum ANPs to cover holidays or sick leave.
- Charnwood Surgery is a training practice which means we are lucky to have a number of GP registrars. GP registrars are experienced, fully qualified doctors who are having further training to become a general practitioner (GP). See page 3 for further information.
- If for any reason you are unable to keep your appointment please ring us and let us know so that it can be used by another patient.

**Charnwood 08444 778585**

**Mackworth 08444 773056**

## Blood Clinics Around Derby

If you need a blood test your doctor/nurse will give you a form. You can choose which clinic to attend to have the blood taken. Please take the form along to one of the following places;

### FOR ADULTS

**London Rd Community Hospital (Clinic F)**  
Mon-Fri 7.30am-4.15pm

**Walk-In Centre** Osmaston Rd (Entrance C)  
Wed & Thurs 3pm-6pm, Sat & Sun 8am-12noon

**Royal Derby Hospital**  
Mon-Fri 8.30am-4.15pm

**Peartree Clinic**  
Mon-Thurs 9am-11.45am

### **Coleman Health Clinic**

Mon-Fri 8.30am-1pm

### **Revive Healthy Living Centre Roe Farm Lane, Chaddesden**

Mon 9am-12noon, Fri 9am-1pm

### **Village Medical Centre, Browning St.**

Tues-Thurs 9am-1pm

### CHILDREN ONLY

**Children's Hospital Ladybird Ward** Mon-Fri  
2pm-4.30 by appt only - please ring 785821

**Walk-In Centre** Mon afternoon & Tues mornings by appt only - please ring 224700

You can choose where you have your blood test