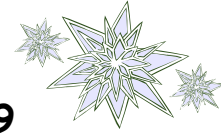


# ABINGDON MEDICAL PRACTICE



## NEWSLETTER - WINTER 2019



### STAFF CHANGES

We now have a new Practice Manager Katarzyna Sroga. We also have two new GP Registrars: Dr Rebecca Morris and Dr Bilal Sahib who will be with us until next summer.



### SEASONAL INFLUENZA

This year's flu vaccination season has been a lot more difficult than previous years. We apologise to some patients for having to wait so long for their vaccination. Although we ordered accurately and well ahead of deadlines, our original delivery dates were forcibly changed. This affected the vaccine for patients under age 65. We would like to thank everyone for their understanding. The Practice continues taking bookings for

### ESSENTIAL INFORMATION

Opening Times:- Mon-Fri 8.00am-6.30pm Sat 8.30am-12.30

Telephone Reception:- 020 7795 8470

SMS to cancel appointment:- 07785582798

Email prescriptions:-  
[abingdonmedical@nhs.net](mailto:abingdonmedical@nhs.net)

Sign up for internet appointments and all other information:-  
[www.abingdonmedical.co.uk](http://www.abingdonmedical.co.uk)

annual flu jabs. We recommend all patients over 65 and anyone with a chronic disease e.g. Diabetes, COPD, Heart Disease, Asthma, have a flu jab. Please ring for an appointment. If you have an appointment at the surgery and we have the flu vaccinations available you can have this during your appointment. Please ask at reception if you are unsure.



### COLD AND COUGH ADVICE DURING WINTER

There is no cure for the common cold and antibiotics have no

effect on viruses, but you can treat the symptoms with some practical self-help measures and over the counter medicines. Your local Pharmacist has been trained to advise you on what is best for you. Wash hands regularly with soap and water and keep surfaces clean.

### VIRTUAL PATIENT PARTICIPATION GROUP (PPG)

We have a 'Virtual' Patient Participation Group and are always hoping to recruit new members. As a member of the Virtual Group you will be emailed, occasionally, to ask some questions such as what do you think about our opening times, or the quality of the care or service you have received. We will keep our surveys short

so it shouldn't take too much of your time. We would very much like our group to have representatives from all age groups and ethnic backgrounds. Please ask Reception if you'd like to join!

### **MISSED APPOINTMENTS**

During the months of September (86 ) October (121) and November (94), a total of 301 patients failed to attend their appointment. Please contact the surgery if you are unable to attend your appointment. You can also cancel appointments by texting your Date of Birth and appointment details to 07785 582798. If you are registered online you can also cancel this way.

Repeated DNA (did not attend) offenders may be removed from the Practice list.



### **FRIENDS & FAMILY TEST**

Thank you to all of you who continue to provide feedback using the Friends and Family questionnaire on the web site or the slips of paper in Reception.



### **CHRISTMAS CLOSURES**

During the Christmas period we will be closed on:

Wednesday 25/12/2019

Thursday 26/12/2019

Wednesday 01/01/2020

### **PRESCRIPTIONS**

With Christmas fast approaching please make sure you have enough medication to cover you over the holiday period. To order your medication please either order online or email [abingdonmedical@nhs.net](mailto:abingdonmedical@nhs.net), or drop the request at reception bear in mind that prescription takes 48 working hours to produce. We will be able to send prescriptions electronically to your nominated pharmacy and you will be able to

collect your medicine directly from the chemist. If you wish to use this facility then please make sure to tell us who your nominated pharmacy is.

### **YOUR PATIENT PARTICIPATION GROUP NEEDS YOU**

Patient participation is a unique partnership between patients, GPs and their practice which is essential to and results in high quality and responsive care. Come and have your say at our Patient Participation Group. Please contact reception to find out when the next meeting takes place. You will be representing the patient population at The Abingdon Medical Practice and if there is any service you would like to hear from or anything you would like to discuss please get in touch and join us at the next meeting.

**Merry Christmas and have a Happy New Year!**