

Harford Health Centre NEWSLETTER

December 2017

ISSUE 3

Tel: 020 7790 1059

Mon-Fri 8.50am-6.30pm

Fax 020 7791 3999

Email: harfordhealthcentre@nhs.net



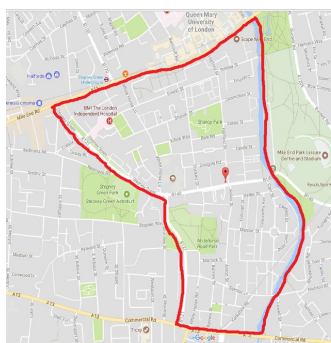
Still need a Flu Jab? We still have them available and IT'S FREE

As the winter months approach us it is very important for you to get your flu jab if you have not had yours already. You can also ask any of the staff about the flu jab and if you are eligible to get one. No appointments required you can walk in during opening hours. Those who have children ages 2-3 yrs we have now dedicated a clinic on Saturdays where you can book an appointment if you are not available during the week. This is also available to other patients who need the flu jab.

Catchment Area

We are no longer accepting patients who live outside the catchment area. Letters will be sent out to patients who live outside the catchment area with a 30 day notice to register to a new GP practice and after 30 days patients will no longer be registered at the practice. Notices are up on the practice website and the surgery.

You can view the practice catchment area on: www.harfordhealthcentre.nhs.uk



Social Prescribing



Social Prescribing is a service that GP's, nurses and other healthcare professionals can refer to in order to provide you with additional services and support to improve their health and well-being. The service offers one-to-one appointments where people can talk about their concerns and the factors that affect their health to a specialist who will identify and organise the best assistance, often through local voluntary services.

Services include:

- * Helping people feel healthier
- * Making new friends
- * Helping people to get back to work or into training and education
- * Helping people navigate and find the right help with benefits, housing, legal and debt advice

For more information ask a member of staff or in your appointment.

Emollient Prescribing

Here at the surgery we follow guidelines issued by Tower Hamlets CCG and you may see a change in the product name if it is not listed in the formulary.

- * Bath emollients/additives are no longer recommended by the CCG
- * Use a leave-on emollient as a soap substitute if needed for washing.
- * Moisturise the skin as often as required to reduce discomfort caused by dry skin.

* If an emollient is recommended by hospital dermatologist which is not on the list approved by the health care plan, a GP will switch to a more appropriate emollient that is listed in the formulary, however that may be exceptions due to clinical reasons which must be stated in your hospital letter.

* Keep your skin moisturised especially during winter months with creams/lotions available over the counter. Speak to your pharmacist for advice.



Bank Holiday Closing dates:

25th December 2017

26th December 2017

1st January 2018

**STAY WELL
THIS WINTER**

REQUEST YOUR MEDICATION BEFORE THE HOLIDAYS

Make sure you request all your medication in advance to the surgery or your local pharmacy to ensure you have enough medication during the Christmas holidays when the surgery is closed.

NON - NHS Work Fees

GPs are not employed by the NHS. They are self-employed and they have to cover their costs - staff, buildings, heating, lighting, etc - in the same way as any small business. The NHS covers these costs for NHS work only, but for non-NHS work, the fees charged by GPs contribute towards their costs.

GPs also do not have to carry out non-nhs work for patients.

What is covered by the NHS and what is not? The Government's contract with GPs covers medical services to NHS patients, including the provision of ongoing medical treatment. More and more organisations have been involving doctors in a whole range of non-medical work. Sometimes the only reason that GPs are asked is because they are in a position of trust in the community, or because an insurance company or employer wants to ensure that information provided to them is true and accurate.

Examples of non-NHS services for which GPs can charge their own NHS patients:

- *accident or sickness certificates for insurance purposes
- *school fee and holiday insurance certificates
- *reports for health clubs to certify that patients are fit to exercise

For more information you can ask the Reception team

source: <https://www.bma.org.uk/advice/employment/fees/why-gps-charge-fees>



Still waiting days for GP appointment?

Or maybe you just need a simple renewal of a sick certificate.

Now you can consult a GP online get a response by 18:30 the next working day. No more waiting weeks for an appointment and no more waiting on the phones for a long time.

Visit: www.harfordhealthcentre.nhs.uk

Patient Access



Access your medical records anywhere. For Patients 18 yrs old and above only

- *Book an appointment.
- *Order repeat prescriptions
- *Change your address details.
- *View your medical record
- *Create a personal health record
- *View your test results

With Patient Access, you can now access your local GP services at home, work or on the move —wherever you can connect to the internet. What's more, because Patient Access is a 24 hour online service you can do this in your own time, day or night. If you would like to sign up, please bring with you photo ID and we can register you onto patient access.

If you would like access to your medical records such as hospital letters, you can fill up a request form and the GP will authorise this for you.

Do you have ideas that could help the surgery? Or want to have a discussion?



**Join us in our next PPG
Tuesday 23rd January
2018 11am - 12pm
in the Group Room**

Interpreting Service



**Is English not your first language?
Finding it difficult to explain your medical health needs?**

Do not worry, when you book an appointment just inform the receptionist that you need an interpreter and this will be booked as well, all languages are available even sign language.

We do have in house interpreters on the following days:

BENGALI INTERPRETERS

MONDAY AM
TUESDAY AM
FRIDAY AM

SOMALI INTERPRETERS

TUESDAY PM
FRIDAY AM

If you would like a friend or family member to interpret for you, they have to be over the age of 18.



SURGERY WILL BE CLOSED

Thursday 14th December 2017 from 1pm
Tuesday 16th January 2018 from 1pm
Thursday 8th February 2018 from 1pm
Tuesday 13th March 2018 from 1pm

If you need medical assistance while the surgery is closed you can get help from your local pharmacy or call NHS 111. For emergencies go to A&E.



Cervical Screening

Are you up to date with your cervical screening test?

We are recommending Travel Clinics at the surgery. Please book an appointment with the nurse in advance prior to your travels, at least 6-8 weeks before travelling. You will need to fill in a pre - travel risk assessment form before your nurse appointment. We can only accommodate 2 patients per family in the clinic.

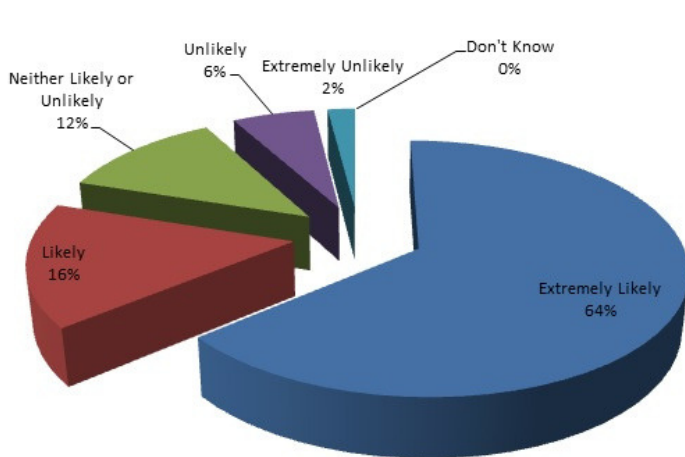
Cervical Screening is a method of detecting abnormal cells on the cervix (neck of the womb). These cells could develop into cancer cells. Early detection could prevent them from increasing in number.

You can book an appointment with one of our nurses. We have a dedicated clinic on Saturday mornings to make it easier to book if you work during the week.

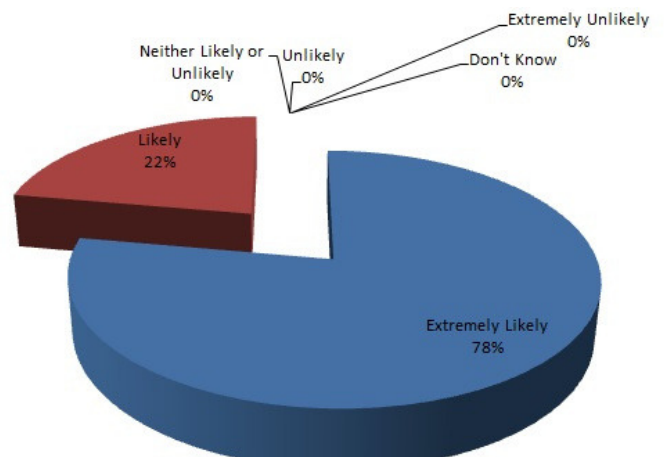
Friends & Family Test

How likely are you to recommend our practice to friends and family if they needed similar care or treatment?

Here are the responses that you gave!



October 2017 Results



November 2017 Results

