



# ESTOVER SURGERY

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Autumn 2009

Practice Manager: Samantha  
Richards

## SWINE FLU

As you are aware through the media there is another wave of a swine flu pandemic on its way. Therefore we are looking to vaccinate all of our patients who fall in the at risk categories as set out by the Department of Health. The surgery will be in touch with these patient's once we have received the vaccinations to arrange an appointment. If, however in the meantime you would like further information there are some leaflets available at reception. If you think you may have swine flu please stay at home and ring the 513 who will be able to advise you further.



### NON-NHS REQUESTS

Please kindly remember not all requests made are within the NHS remit. Therefore please don't be shocked if we inform you of a charge to pay. At the same time this work will not be priority for the Doctor as their NHS work will always come first.

### PRESCRIPTION REQUESTS

Please can you ensure we have at least 2 working days to prepare your repeat prescription/s. If you are posting your prescription to us I would recommend requesting at least a week earlier due to the current postal strikes.

### HELLO & GOODBYE

Firstly we would like to say farewell to Clare who left our reception team in September. She has plans to go travelling around the world with which we wish her luck.

Secondly, we would like to introduce Wendy who has replaced Clare as our new receptionist. Please bear in mind she is under training at the moment so may not be as "quick" in answering your queries just yet.

### REPEAT DISPENSING

We currently offer the repeat dispensing service where you can collect your prescriptions direct from the chemist for the next 6 or 12 months without having to request them. For further information come and see the Doctor for a medication review and they will be able to answer any questions for you.

# WARFARIN MONITORING

From November a Plymouth wide campaign will begin to ensure all patients who take Warfarin are taking the correct dose and having blood tests at the correct time.

Therefore when the reception staff ring to give you your result they will check that you have your yellow book ready to write the result in, they will ask what dose you are currently taking before telling you the new dose. You will also need to bring your yellow book with you to every blood test appointment and also every time you go to collect your warfarin prescription from the chemist as the pharmacist will also be checking your yellow book to ensure it is up to date.

## YOUR DETAILS

Have you recently moved or changed your contact number? If so please remember to let us know so we can keep your records up to date.



## PROTECTED TIME MEETINGS

Four times a year the practice will close for an afternoon in order to implement staff training. The dates for this are:

Wednesday 17th June 2009

During this time Devon Doctors will

Wednesday 14th October 2009

provide emergency cover if required

Wednesday 16th December 2009

Thursday 18th March 2010

## SURGERY EMAIL

We now have a surgery email account for which you can contact us. The email address is [Estover.surgery@nhs.net](mailto:Estover.surgery@nhs.net)

## COFFEE MORNING

On Friday 20th November from 10 –12 we are having a coffee morning here at the Health Centre for Children In Need. If you are passing please pop in and support us. There will be a raffle also, tickets on sale now.

## CARER'S

Are you a carer? Do you care for someone on a daily basis? If the answer is yes please let us know as there is help available if you require it. Carer's packs are available from reception with the information of the carer's support group in Plymouth. They are there to support and help you. A carer can be of any age, some children may be carers also, if you know of a child who is a carer encourage them to let us know as there is a support group for young carers also, this is based at The Zone.

Plymouth Carers Support Service can be contacted on 01752 201766