



ESTOVER SURGERY

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MEASLES EPIDEMIC

As you are aware, there is an increasing number of measles cases and local outbreaks being reported England. Measles is one of the most infectious diseases known and there is concern that there will be an increasing number of school outbreaks in September. Therefore if you are aged between 10—16 years and have never had 2 complete MMR vaccinations you are not fully covered. If you are unsure as to whether you are covered please ask one of the receptionist who will be happy to help you to arrange an appointment with the Practice Nurse if indicated.

APPOINTMENTS

Patients can book an appointment which is for 10 minutes for the Doctor. This is just enough time to deal with one problem. If you have more than one problem then please book a double appointment or make further appointments.

This will help prevent surgeries from running late. Please make sure that you attend a booked appointment. If the appointment is no longer needed then please cancel it in good time so that someone else may use it.

LATE CLINIC

Every Wednesday evening we run a late evening clinic. These appointments are available to book in advance and aimed mainly for those who work and find it difficult attending during normal working hours.

MOBILE NUMBERS

Please can you ensure we have your correct number on your computer records. We will be shortly trialling a text message appointment reminder service. This is being set up in order to reduce the amount of appointments not attended without being cancelled.



ACCIDENT AND EMERGENCY (A&E)

The waiting times at A&E can be anything from 4 hours onwards, the waiting time at the surgery is a lot less.

The Department of Health would like GP practices to assist in the inappropriate use of A&E attendances.

If you are not sure whether you need to see a GP or Practice Nurse, or whether an A&E attendance is required, please ring the surgery who will be happy to advise you.

Please remember you may not need to attend A&E.



REQUEST FOR DOCTOR'S LETTERS

GP's provide medical care to their patients and are not in a position to administer nor to police the benefits system. It is not appropriate for the GP to be asked for letters of support or letters to confirm housing or care needs.

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. Referral forms are available for 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