Autumn Newsletter 2019

Welcome to our Autumn edition newsletter. We hope you find it an interesting read. We value your comments, and suggestions, therefore, we ask for your continued support, by placing any suggestions in the box marked up in the reception area. We will do our best to address, and resolve any concerns, or issues, you may have relating to our surgery. If you would like to become a member of the Patient Forum meetings please enquire at reception.

**Taking Responsibility Of Own Health:**

The Practice requests all patients attending Dr Malik’s Surgery to take responsibility of their own health. Patients should not wait for the surgery to contact them, rather they should make their own appointments for annual Health Promotion Management e.g Blood pressure, Diabetes, Asthma, COPD, Heart Disease, Mental Health, Medication Review etc.

Patients should take responsibility to Phone the surgery to find out the results of any test arranged by the doctor. Practice will only contact the patient if **urgent action needs to be taken by the doctor**.Therefore, please make sure your contact details are correct on our clinical system.

**When going on holidays, you must make sure you carry your medication with you in order to avoid any undue anxiety.**

**Flu Vaccines**:

Patients who are eligible(over 65 years and at risk patients under 65) for flu jab are advised to book an appointment at their own GP surgery.

Those patients who are not eligible and wish to have flu jab, can have at the charge of £8.00

**Change of contact details:**

We kindly request patients to please keep us updated at all times if you change your Landline, Mobile number or home address. This is very important so that there is not delay in patient care. If we have wrong contact details on the system it may result you not receiving a hospital appointment or we may not be able to contact you in an emergency.

**The Best Practice is when you come to the surgery for appointment or to pick up prescription, check with staff if we have your correct details on our Clinical System.**

**Double Appointments:**

At times patients ask for double appointments. We are sorry we cannot book double appointments at the same time. Our experience in the past has shown that many patients did not turn up for their appointments with the result two patients appointment were wasted which we could have been offered to other patients who wanted them at the time.

**Car Park:**

We acknowledge that there is lot of car parking problems at times here at

 Kent elms health centre. We will try our best to resolve it as much as we can.

**Therapy For You Clinic:**

**We have started Therapy for your clinic which is on Thursdays. Patient have to see GP first who will refer them to the services if need be.**

**Online Record Access:**

 You can now book appointments, have access to blood tests and request your medications online. Just ask for a form at reception. All information can be found on the practice website: [www.maliksurgerykentelms.co.uk](http://www.maliksurgerykentelms.co.uk) . We will need sight of your passport or driving licence as proof of identity. Once this has been checked we will create a password for you and you will be responsible for keeping your password safe so that no one else has access to your medical records.

**Patients wanting to request medications on behalf of someone else will need to fill out a Proxy Form, signed by the patient allowing you access to their medication list. This can also be collected from Reception**

**Ear Syringing:**

Practice has stopped ear syringing service to the patients. Patients will still be seen by the Doctor if there is any concern

Practice Website: [www.maliksurgerykentelms.co.uk](http://www.maliksurgerykentelms.co.uk)

We would encourage our patients to visit to practice website address as above. There is lot of information available on it.

Thank you for taking the time to read our Newsletter, please remember if you have any constructive suggestions, write them down & pop them in the box provided.