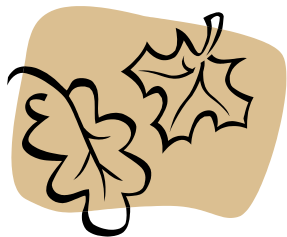


# **ALBION STREET GROUP PRACTICE**

**NEWSLETTER SUMMER/AUTUMN 2013**



Our flu clinics this year for patients who are eligible will take place on Saturday 5<sup>th</sup> October & Saturday 19<sup>th</sup> October between 9.15a.m -11.15a.m. *No appointment necessary.* The Patient Forum will be serving tea and biscuits for a small donation to a Charity which will be decided at the Patient Group Meeting.

All patients are welcome to attend the next Patient Forum meeting

here at the surgery at

**Thursday 5<sup>th</sup> September at 7pm**

## **TELEPHONE UPDATE**

We know from your comments, some complaints, and the survey we did last year (available on our website), that many of you find it difficult to get through on the telephone, especially during the times when the Doctor is available to discuss urgent problems between 8.30-10am and 3-4pm



We are about to invest in a piece of equipment which will increase the number of telephone lines coming into the Health Centre and direct some calls automatically. We hope this increases the efficiency of the way we work.

To help reduce congestion on the telephones we encourage you to:

Apply for a PIN number so you can make your appointments online.

Ring between 10:30am – 2:30pm & after 4:00pm for results and general enquiries (leaving the lines open for callers needing urgent on the day appointments or home visits).

We encourage you to use the cancellation line to cancel unwanted appointments.

**Tel: 02030497131**

This year's patient survey will be on Referrals to Secondary Care and will be conducted in September. If you want to take part please tell reception.

## HAS YOUR CHILD HAD TWO MMR VACCINES?



If your child has not had 2 doses of the MMR vaccination, then please contact the practice to make an appointment for this. We are running a catch-up campaign for children aged 10-16 years who may have only received one vaccine. The MMR vaccine is safe and the best way to be protected against a potentially life threatening illness.

## TRAVELLING ABROAD



If you are planning a holiday you may need to have some vaccinations, please contact us at least 6 weeks before travel so that we can offer you an appointment in our travel clinic. If you are travelling at short notice you may be asked to go to an external clinic for your vaccinations.

### **Useful Contact No's**

Seldoc (Out of Hours)

**0208 693 9066**

Patient Advice & Liaison Team

**0800 587 7170**

Lewisham Hospital

**020 8333 3000**

Guys & St Thomas' Hospital

**020 7188 7188**

### **Dates for your Diary**

Surgery closed 1-4pm for staff training

Thursday 19<sup>th</sup> September 2013

Thursday 17<sup>th</sup> October 2013

Thursday 21<sup>st</sup> November 2013

**Bank Holidays make sure you have enough medication**

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Monday 26th August 2013

