



## THE BUCKLEBURY PRACTICE

### Chapel Row Surgery

The Avenue  
BUCKLEBURY  
Berkshire  
RG7 6NS

### SURGERY TEL:

Reception 0118 971 3252  
Dispensary Enquiries -  
0118 971 3803

## SURGERY NEWSLETTER

Summer/Autumn 2009

### Telephone system HPV and Seasonal Flu

#### New Surgery Telephone System

We have introduced a new options based telephone system to enable patients to get through to the correct person as quickly as possible. To speak to a receptionist just **press 1** at any time during the welcome message.

**Option 1** to make an appointment or speak to a receptionist

**Option 2** to leave a Repeat Prescription request

**Option 3** regarding General Dispensary enquiries

**Option 4** to speak to the Surgery Secretary

#### HPV vaccine

Girls born between 1<sup>st</sup> September 1991 and 31<sup>st</sup> August 1993 will be invited to have the HPV vaccine, clinics are on 24<sup>th</sup> August and September 7<sup>th</sup>.

**Don't forget** if you started the course of HPV vaccine earlier this year your third injection will be due soon.

#### Seasonal FLU Clinic - Saturday 10<sup>th</sup> October

Please book your appointment with us as soon as you are able

### EMERGENCY CONTACTS

**When the surgery is closed, emergency treatment can be obtained from WESTCALL on (01189) 78 78 11**

#### Surgery Opening Times

Please note that the surgery will be CLOSED on Bank Holiday Monday 31<sup>st</sup> August 2009.

We will be open as usual on Tue 1<sup>st</sup> September

### *Dispensary and Travel*

Our **dispensary** occasionally experiences problems obtaining some medication stock from our wholesalers, so please can patients ensure that they leave **2 working days** from when requesting repeat prescriptions to collecting them. Your assistance with this is much appreciated.

#### Escaping to the sunshine

Don't forget to complete a pre-travel questionnaire and find out if you need any immunisations or anti-malarial tablets before you go. The earlier you think about your health while abroad the better. A very comprehensive and useful website is [www.fitfortravel.scot.nhs.uk](http://www.fitfortravel.scot.nhs.uk). Please speak to our nurse Carole Jenner with any travel queries.

## *District Nursing Team*

### **District nursing team**

Anne Haines (Sister and Team manager),  
Karen Radbourne (Staff Nurse) and  
Stephanie King (health care assistant) are the District Nursing team at Chapel Row. They provide nursing care in the patient's home. All visits are to the housebound or those who find it difficult to travel by car. The team are a resource for

information and can refer you to the right person or department when necessary. Stephanie visits patients who are over 75 years old and carries out health checks. The team also provide essential nursing equipment such as special mattresses or commodes (via medical loans). This Equipment, when no longer needed, must be returned to medical loans

not Chapel Row Surgery. As our dedicated team is small you may sometimes be visited by nurses from the Downland practice (Chieveley) at weekends or during holiday times.

Please ring the surgery if you need to speak to a district nurse on 01189713252 so your enquiry can be dealt with promptly.

## **Missed Appointments and MMR Vaccination**

### **MISSED APPOINTMENTS**

There seems to be an increasing number of patients not attending their appointments. This is very costly to the NHS. If you are unable to attend please telephone the surgery to cancel. We understand that in some cases this is not possible but we would like to be able to offer these appointments to other patients thus reducing the waiting time for a routine appointment.

Reception 0118 971 3252 - option 1

### **MMR**

New data from the Health protection agency shows that cases of mumps and measles are continuing to rise. It is vital that children under 18 years old have received two doses of MMR vaccine. If you or your child are unsure of your immunisation records please ring the surgery and we will check for you. We always have MMR vaccine in stock so you can make an appointment with one of the practice nurses at any time.

## **Vascular Prevention programme**

Our practice, in partnership with NHS Berkshire West, is taking part in a new disease prevention programme.

Heart disease and Stroke are the UK's biggest killers but early detection and treatment of risk factors may reduce the incidence of these conditions. We are inviting patients on our list aged 40-74 to come for a FREE health check and vascular risk assessment. This will take about 20 minutes and include:

Blood pressure measurement

Height, weight and waist measurement

A lifestyle assessment and a chance to discuss diet and exercise

Gathering information about your family's medical history

A blood test to check cholesterol and HDL levels.(no need to fast)

Invitations are currently being sent to patients between 40 and 74 years old if you would like any more information please speak to Debbie Arnold