

# Latest News for Patients December 2019

## It's not too late for your flu vaccination

If you're under 65 and getting flu might be risky for you, we have plenty of vaccine available. Just make an appointment by phoning us or calling in at Reception.

You are eligible for a free flu vaccination if you suffer from any of the following conditions:

- ❖ chronic (long-term) respiratory diseases, such as asthma (that requires an inhaled or tablet steroid treatment, or has led to hospital admission in the past), chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
- ❖ chronic heart disease, such as heart failure
- ❖ chronic kidney disease
- ❖ chronic liver disease, such as hepatitis
- ❖ chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), a learning disability or cerebral palsy
- ❖ diabetes
- ❖ problems with your spleen – for example, sickle cell disease or if you have had your spleen removed
- ❖ a weakened immune system as the result of conditions such as HIV and AIDS, or medicines such as steroid tablets or chemotherapy

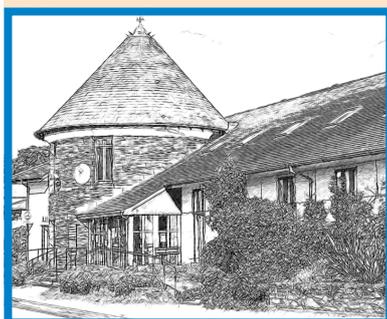
- ❖ being seriously overweight (a BMI of 40 or above)

If you live with someone who has a weakened immune system, you might also be advised to have a flu vaccination in order to protect them.

## Christmas and New Year Opening Hours

|                          |                               |
|--------------------------|-------------------------------|
| Monday, 23rd December    | 8.30 – 1.00pm & 2.00 – 6.00pm |
| Tuesday, 24th December   | 8.30 – 1.00pm & 2.00 – 6.00pm |
| Wednesday, 25th December | CLOSED                        |
| Thursday, 26th December  | CLOSED                        |
| Friday, 27th December    | 8.30 – 1.00pm & 2.00 – 6.00pm |
| Monday, 30th December    | 8.30 – 1.00pm & 2.00 – 6.00pm |
| Tuesday, 31st December   | 8.30 – 1.00pm & 2.00 – 6.00pm |
| Wednesday, 1st January   | CLOSED                        |
| Thursday, 2nd January    | 8.30 – 1.00pm & 2.00 – 6.00pm |

**From everyone at Riverside and Tower House surgeries.  
We wish all our patients a very happy Christmas and New Year**



**Riverside Surgery  
Bovey Tracey  
01626 832666**

**Tower House Surgery  
Chudleigh  
01626 852379**



## Appointments and out-of-hours care

In addition to our normal clinics, we are also operating our usual Improved Access clinics at Riverside and Towerhouse on the below dates, so have GP and nurse appointments available until 8pm.

23rd December—Riverside Surgery

30th December—Riverside Surgery

2nd January—Towerhouse Surgery

Patients will also be able to book 'Improved Access' weekend appointments direct with our surgery admin team. However, those appointments will be at

Cricketfield Surgery in Newton Abbot and will not be with any of the GPs you see at our surgeries.

You can also access 'out of hours' medical care via the Devon Doctors service. This will cover weekends and bank holidays as usual during the festive period. If you phone our usual numbers out of normal hours, you will automatically be directed to Devon Doctors.

***Any patients who feel their medical issue is serious or could be life threatening should access the emergency medical services by calling 111 or 999 as usual.***

**You can order your repeat medication up to two weeks in advance.**

**Why not sign up to do it on-line? Read our leaflet— see below.**

**Remember to make sure in good time during December that you will have enough medication to last you over Christmas and New Year**

## Get Access to Our On-line Service

Our on-line service **SystemOnline** allows you to order repeat medications, book GP appointments, keep your contact details up to date, and access your Summary Patient Record—which includes allergies & drug sensitivities. Access to coded medical information can also be applied for using SystemOnline. Due to the complexities of nurse appointments, these are not available to book on-line at present.

In order to register for this service, call into the surgery with some form of photographic identification and a member of our Reception Team will then

issue you with a printed copy of your unique login details.

If you would like to register on behalf of another person, written consent and their photo ID will be required along with a completed application form. For those under 13, any proof of identification such as a birth certificate will be accepted.

For full details of how to register for on-line access, pick up our leaflet *Online Access for our Patients* from Reception or go to: <http://www.towerhousesurgery.co.uk/pages/Online-Access>

**More than 95% of our patients let us know if they can't attend for their appointments—and we can then give the appointments to other patients.**

You can cancel your appointment easily by phoning us on one of the numbers shown below or by going to our website <http://www.towerhousesurgery.co.uk> and

**Riverside: 01626 832666**

clicking on the button **Cancel an Appointment** or, if you've registered to use SystemOnline you can cancel your appointment after logging on as usual.

**Tower House: 01626 852379**

## Sharing Your Medical Record

Over 3,000 of our patients have now signed up to share their medical record.

Sharing your information can improve both the quality and the safety of care you receive, and in some cases can be vital in making life-saving decisions about your treatment.

With your consent we can share key information from your GP medical notes with out-of-hours GP services, hospital A&E units, community hospitals,

and community nurses, all of whom may, at various times in your life, be looking after you.

For further information, or to sign up, collect from Reception a copy of our leaflet *Sharing Your NHS Patient Data*, follow the link below or contact our Reception team.

<http://www.towerhousesurgery.co.uk/pages/Patient-Confidentiality-Shared--Records>