**Willenhall Oak Medical Centre**

**Patient Newsletter Nov/Dec 2016**

**“Out of Hours” Appointments**

**Do you have difficulty accessing an appointment at the surgery?**

Are you aware we now have access to book appointments with a GP for you between 7pm and 9pm or at the weekends at City of Coventry Health Centre; Jubilee Health Care, Station Avenue in Tile Hill or Wood End?

These appointments can be booked 1-2 days in advance.

Please ask reception staff

**Online Access and Services**

**Did you know you can register to book appointments or order repeat prescriptions online?**

**Appointments**

You can view, book and cancel appointments at your convenience.

* Quick and easy to use
* Avoid busy telephone lines
* Access out of practice hours when closed

**Repeat prescriptions**

You can access a list of your repeat medication and request a repeat prescription

* Minimize your trips to the practice

**Medical record**

View your online summary care health record to include medications, allergies and adverse reactions or request access to detailed records.

**How to Register for online access:**

Ask at reception for details or go to patient.co.uk/access

**Safe and Secure**

All data contained within Patient Access is protected using the highest standard internet security so you can be sure all your personal information is safe and secure

**Prescription Ordering Direct (POD) **

This is a realtively new and convenient way to order your repeat prescription. We are aware that some people have had problems trying to get through on the telephone and we apologise for this. In response to this the POD have extended their opening hours and taken on more staff.

To order your prescription telephone **02476 246072** Monday to Friday between 09:30am and 3:30pm ( from 28th November from 8am- 5pm) and speak to a trained health professional who will order your medication for you. You will be speaking to a dedicated person who will have time to answer any repeat prescription queries and will be able to alert you if a medication review is due.

The aim of this service is to ensure patients are receiving the correct quantity of medication that they need in a timely manner to reduce the amount of prescription waste in our area. Unsused prescription medicines cost the NHS over £ 6 million every year in Coventry and Rugby alone.

Once you have made the telephone call your prescription will be authorised by your usual GP and will then be available at your nominated pharmacy 48 hours later.

**Patient Participation Group**

**Would you like to assist us in shaping the future of Willenhall Oak medical Centre?**

**Can you make suggestions to help us plan changes and imrovements to our services or compliment us on things we do well?**

The next meeting of our Patient Representation Group will be on Thursday 19th January 2016 at 1pm here at the surgery.

We look forward to welcoming you.



One in 3 people in Coventry and Warwickshire are entitled to a free flu vaccination this winter.

* People aged 65yrs and over( including those becoming 65 by 31/3/17)
* Pregant women
* Children or adults with medical conditions including:
* Chronic respiratory disease- asthma, COPD or bronchitis
* Chronic heart disease, such as heart failure
* Chronic kidney disease
* Diabetes
* Chronic liver disease
* Chronic neurological disease- Parkinsons Disease, motor neurone disease
* People who have had a stroke or mini stroke( TIA, transcient ischaemic attack)
* Weakened immune system due to disease or treatment, such as cancer treatment
* People without a spleen or problems with the spleen
* Carers ( main carer of an older or disabled person) This does not include someone who’s occupation is a carer. Flu vaccine for employed carer’s should be provided by their employer.
* People living in long stay residential homes
* A nasal vaccination is available for all children aged 2,3,and 4 yrs.
* All children in years 1 and 2 will be offered a vaccination through school.

**Christmas and New Year Prescription ordering **

If you will run out of medicines between the 23rd December and the 3rd January please order the items you need between the 14th and the 19th December and not before.

There is no need to order extra or more than usual. The surgery will be open as normal from the 3rd January.