

Global shortage of Vaccinations

There is currently a global shortage of many vaccines.

This means we are unable to guarantee we can provide what vaccinations you may need for foreign travel. According to Public Health England the vaccine shortages are likely to continue for the rest of the year.

This shortage is due to manufacturing issues which have resulted in increased demand on all manufacturers' supplies of vaccine.

We are currently experiencing difficulties accessing Hepatitis A, Hepatitis B, Tetanus, Pneumonia and Typhoid.

If you need any of these vaccinations you may need to wait longer for the vaccine (we cannot say how long for) or visit a private travel clinic. We are able to provide you contact details of travel clinics if required – these can be found on the internet.

The surgery is able to provide you with your vaccination history for you to take to these travel clinics or if you would like to see what vaccinations you have had.

Please visit our website for more information including local private clinics and links to see what vaccinations you need.

Our Triage system

You do not need an appointment to request repeat medication, request a sick note, chase an existing referral or anything dental. Due to patient feedback through our friends and family questionnaires we implemented a triage system. The doctors felt that to try and ensure more appointments are available on the day for patients who do need to be seen by a doctor the receptionists will ask you a few questions when booking the appointment

If patients use an appointment for any of the above reasons it is wasting one of our appointments. These queries can be dealt with without an appointment with a doctor. Sick notes can be done over the phone, prescriptions are requested at reception, chasing a referral is done through the secretaries and a doctor will not deal with dental issues. Please do not waste our 10 minute appointments which someone in need could use.

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ISSUE 02

Spring 2018

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Practice News Letter – Spring 2018

Hay fever season!

Hay fever season is between late March and September as this is when the pollen count is the highest.

Symptoms of hay fever include: Sneezing, coughing, runny/blocked nose, itchy/red/watery eyes, itchy throat/mouth/nose and ears, loss of smell, pain around your temples/forehead, headache, earache and feeling tired. These symptoms may be worse if you have Asthma.

There is no cure for hay fever and you can't prevent it. What you can do is ease your symptoms.

You only need to see a GP if your symptoms don't improve after taking medicines bought from a pharmacy. **Please do not book an appointment to see a Doctor for hay fever.** If you do need to discuss your symptoms with a Doctor please ask for a telephone consultation.

If you usually have hay fever medication (steroids) from the Surgery please request this at reception – you do not need to see a doctor to get hay fever medication.

Any pharmacy can advise over the counter medication to help your symptoms. Please pop into your local pharmacy for advice.

Do	Don't
✓ put Vaseline around your nostrils to trap pollen	✗ cut grass or walk on grass
✓ wear wraparound sunglasses to stop pollen getting into your eyes	✗ spend too much time outside
✓ shower and change your clothes after you've been outside to wash pollen off	✗ keep fresh flowers in the house
✓ stay indoors whenever possible	✗ smoke or be around smoke – it makes your symptoms worse
✓ keep windows and doors shut as much as possible	✗ dry clothes outside – they can catch pollen
✓ vacuum regularly and dust with a damp cloth	✗ let pets into the house if possible – they can carry pollen indoors
✓ buy a pollen filter for the air vents in your car and a vacuum cleaner with a special HEPA filter	



For further information please visit <https://www.nhs.uk/conditions/hay-fever/>

Who's who at the practice?

Doctors:

Dr N J Chawda
Dr M Searancke
Dr D Jones

Nurses:

Caroline
Debra
Susan
Jane

Practice Manager – Kay

Assistant Practice Manager – Jacquie

IT Lead - Leighan

Amin Staff:

Melanie
Michaela
Rachel
Debbie

Secretaries:

Marie
Caroline

Housekeeping staff: Rose Mandy



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Welcome to our Practice Newsletter ☺

Practice Opening Times:

Monday—Friday

08.00 - 12.45— 1.45 - 18.00 We are closed Bank Holidays

Most appointments are made from **8.00am** each morning on a first come first served basis so ring early to avoid disappointment. **Our appointments are always between the hours of 8.30am and 4.45pm.**

Friends and Family Results

Please visit our website to see all our update Friends and Family results. These are also displayed in our waiting room.

The practice operates a **zero tolerance policy** and any patient that is violent or abusive to any member of staff may risk being removed from the practice list. Be polite to the staff as they are just doing their job.

We are sad to say our secretary Marie will be retiring on Thursday 31st of May 2018. She has been a dedicated member of Whitwick Road Surgery for a long time – we will miss her greatly. Enjoy retirement!

Please visit our website <https://www.whitwickroadsurgery.co.uk/> for information including our online access which allows you to -

Appointments



Book appointments online

Prescriptions



Order repeat prescriptions online

Medical Record Summary



View a summary of your medical record online



Frequently Asked Questions

Why does it take so long in a morning to get through to the surgery?

The practice operates a system where we triage all telephone calls in the morning to try and ensure that all appointments are appropriate. This is to try and ensure we direct patients to the appropriate service and keep as many appointments for patients who need to be seen on that day.

Sadly, we find that our pre-bookable appointments are not often attended and as such we offer less of them. We do offer online services which includes booking appointments online. If you are interested in registering for our online services please ask a member of staff for details.

How do I register for the surgeries online access?

If you would like to register for our online services please ask staff for an Online Access Registration form. There is also lots of information about online services on our website and we can also provide you an information leaflet. Once you have completed the form you will need to bring it back with 2 forms of ID for us to check.

Why do you not take prescription requests over the phone?

The practice took the decision to not take medication requests over the phone over 10 years ago. This was the result of an incorrect medication being requested due to a misunderstanding over the phone. We appreciate this can be frustrating but this was a decision to ensure our patients safety. Prescriptions can be requested online, in person by completing a request form, posting a request with a stamped addressed envelope for us to post back, or contacting a chemist.

How long does it take for my prescription to be completed?

48 hours. If it is an urgent prescription please inform our staff and they will endeavor to get your medication done as soon as possible but this can still be up to 24 hours.

We advise you look at our website - <https://www.whitwickroadsurgery.co.uk/> which provides a lot of information. Any questions you may have about our surgery please feel free to ask at reception.