



## Influenza Programme 2014

The Programme runs from September to March each year so there is still time to get yours. You will have received a letter or text message from the Practice if you are entitled to vaccination. To date we have vaccinated almost 2200 patients:

82% of over 65's	57% of under 65's at risk
66% of carers	38% of 2-5 year olds
62% of pregnant women	

## Shingles Vaccination

Shingles vaccination is available to those patients who were aged 70, 78 or 79 on 1 September 2014. If you are aged 79 and would like to be vaccinated before your next birthday, please get in touch. These are the age groups eligible this year due to limited stocks of vaccine.

65% of those patients eligible have taken up the invitation so far this year.

## Telephone System

The Practice is currently looking at having a new telephone system installed to improve the patient experience. We have been aware of the difficulty some patients are experiencing getting through to the Practice, particularly at busy times following weekends and public holidays. Our current service provider visited the surgery recently to demonstrate what they could offer and two members of our Patient Participation Group came along to observe and offer their comments. We hope to have the new system in place in by the end of March 2015. Your suggestions are welcome.



## Healthy Working Lives

The Practice is working towards the Healthy Working Lives Bronze Award. This programme is aimed at improving standards of Health, Safety and Wellbeing in the workplace. The Practice has a responsibility to look after the wellbeing of staff as well as patients and by taking part in the scheme we hope you as patients will benefit from



improved morale and teamwork. As a group we all work very closely with each other but there are times when pressures of work can put a strain on our working relationships. We hope that by taking part in fun activities and promoting healthy attitudes to diet, exercise and all aspects of health and wellbeing we will all reap the rewards.

## Patient Participation Group

Following the success of our re-launch of the Patient Participation Group in July, we held our second meeting in October. There were a number of actions carried out following the first meeting and we are now using the TV screens in the waiting room to advertise some things that patients were not aware of. A new action plan has been drawn up following our second meeting and we will work on:

- Offering instruction on ordering your prescriptions online
- Providing a copy of our Patient Voice display information for you to take away.
- Changes to the Practice Website to make it easier to find information.

We have already made changes to the Practice Leaflet and the 48 Hour Access patient information leaflet following suggestions from the group.

We have been in contact with our website provider and some of the changes we would like to make are not possible but we will work on those that are possible.



If you would like to be involved in the group just let a member of staff know and we can invite you along to a meeting.

## Ordering and Collecting Prescriptions

1. You can order prescriptions via the secure link on the Practice website [www.medicayr.co.uk](http://www.medicayr.co.uk). If you allow cookies on the site it will remember your order for next time (instructions are available). Prescriptions ordered before 12pm are ready for collection from reception after 3pm the same working day. Prescriptions ordered after 12pm are ready for collection after 3pm on the next working day.
2. Prescriptions can be ordered via the designated prescription line on [01292 272140](tel:01292272140). The phone is manned between 9.30am and 12pm Monday to Friday. Outwith these hours an answering machine is available. Please leave a clear message of your name, address, date of birth and the items you require on the answering machine. The answering machine is for ordering prescriptions only. For all other requests please use the main surgery telephone number [01292 281439](tel:01292281439).
3. You can also order prescriptions by using the re-order form on the right hand side of your prescription. Simply tick the items you require and post it in the box on the wall in reception.

Please note that if you have opted for a pharmacy to collect your prescriptions for you that they may not be collected on the day they are ordered. Please ask a receptionist or the prescription line staff for advice on this if you have any queries.

### How to Order Prescriptions Online

- Click the link at the bottom of the homepage - [Order your Repeat Prescription Securely Online](#)
- A new window will appear showing the order form.
- Type in your details (those marked with a red asterisk \* are required fields).
- Fill in the list of your repeat medications.
- Under the heading *Sending Your Request* there is a tickbox *Remember my details on this computer for next time*. By keeping this ticked, the computer will populate your list next time you visit. Then all you need to do is tick the items you wish to order.
- Click the send button and you will receive a message telling you your request was successfully sent.

See our new improved website at [www.medicayr.co.uk](http://www.medicayr.co.uk)

You can update your details, request prescription and find out more about the Practice and the services on offer.

### Dates to Remember

#### Christmas & New Year

The surgery will be closed on **Thursday 25th December, Friday 26th December and Thursday 1st January 2015, Friday 2nd January 2015**

**Should you require medical attention when the practice is closed please telephone:**

**111**

**This is the NHS 24 telephone health advice and information line and can be accessed 24 hours a day.**