

## Flu Clinics

The flu season is approaching, this year we will be running 3 flu clinics on

Sat Sept 25<sup>th</sup> - 9:00-11:30am (SURNAMES A – G)

Sat Oct 2<sup>nd</sup> - 9:00-11:30am (SURNAMES H – N)

Sat Oct 16<sup>th</sup> - 9:00-11:30am (SURNAMES O – Z)

### Who should get vaccinated?

The over 65s and everyone, including children over six months of age, in these clinical risk groups, or their carers

- serious heart disease
- serious lung disease, like COPD, emphysema, bronchitis, cystic fibrosis or asthma
- serious kidney or liver disease
- a long-term health problem, like diabetes
- a weakened immune system - e.g. from chemotherapy, radiotherapy, steroid treatment or HIV/Aids

Please see our website for links to further information about flu.

[www.stlukesdoctors.co.uk](http://www.stlukesdoctors.co.uk)

As the flu virus changes each year, the flu vaccine needs to match the latest version of the virus. This means that you need to have a flu jab every year. This year **Swine flu** has been incorporated in the seasonal flu vaccine so one injection will cover both seasonal and swine flu. We will be inviting patients who are eligible to the flu clinics by letter; please get in touch if you think you should have a flu jab and have not received your letter.

## Missed appointments

Every month we have patients who miss their appointments – 67 in June this year. Please let us know if you are unable to attend your appointment, so that we can offer it to someone else.

## Prescriptions

Did you know you can order repeat prescriptions online? Please ask at reception for more details and a pass code.

The Practice processes hundreds of requests for repeat prescriptions each week. We have tried to ensure that the system is safe for our patients, as mistakes can be potentially life threatening. We therefore regret that we cannot accept requests for repeat prescriptions over the telephone. We would kindly ask patients to allow us enough time to check requests carefully.

- Please let us have your requests for repeat prescriptions at least two working days before you run out of medication
- If you post your request and require us to return your signed prescription by post, please enclose a stamped addressed envelope and allow at least 5 working days.
- Use the repeat slip attached to your prescription to request your medication.
- If you have difficulty collecting your prescription, please contact your local pharmacy as most of these offer a collection service and will deliver medicines to housebound patients.

We **DO NOT** accept prescription requests over the phone. This is general policy and is due to the risk of errors being made.

## St Luke's Surgery



## Newsletter



## Summer 2010

Welcome to our first newsletter, we hope to be able to produce a newsletter at least twice a year to keep you up to date with changes within the practice and the NHS service locally.

## Contacting the surgery

St Luke's Surgery  
Mowbray Square Medical Centre  
Harrogate  
HG1 5AR

Tel: 01423 503035

Fax: 01423 562665

email: [stlukesadmin@gp-b82076.nhs.uk](mailto:stlukesadmin@gp-b82076.nhs.uk)

Have you looked at our website?  
[www.stlukesdoctors.co.uk](http://www.stlukesdoctors.co.uk)

As many of you may know it has been a very difficult time at St Luke's in recent months and we thank you for bearing with us as we have tried to cope with staff illness, moving premises, changing computer systems and more.

## Staff News

Sadly Practice Nurse **Julia Merrell** died earlier this year, after a short illness. We are planning to plant a tree on the Stray in remembrance of Julia and any patients who wish to make a donation towards this should contact the Practice Manager.

We are very pleased to say that **Dr Sian Greenwood** is returning to work soon after her recent illness, initially on reduced hours.

We have several new members of the Practice team:

**Dr Sarah Hay** joined us late last year as a partner – an increase in the total number of partners at the practice which we hope will reduce the number of locum doctors we have to use.

We also welcome our new Practice Nurse, **Nadine Collinge** and our new Health Care Assistant **Lesley Wade**.

There are new faces too in Reception; welcome to **Ann & Joh**.

**Dr Anna Handley** will be going on maternity leave at the end of August; whilst she is away **Dr Zoe Hopkinson** will be continuing to provide a Family Planning service.

At present our Practice Manager **Leanne Ashton** is on maternity leave- due back in September. In her absence **Alan Haines** is covering. Our Reception co-ordinator **Liz Wallace** is due to go on Maternity leave soon and we look forward to her return next year.

And more baby news- **Dr Ed Scott** and his wife had twin girls earlier in the year. All are doing well.

## Aspirin

You may have heard recently of changes in the advice about taking aspirin as a primary preventative. It is no longer routinely recommended in those patients with no history of heart disease or stroke. Please look at the practice website for more information (see front page of newsletter) or contact the surgery if you would like further information or to discuss this with a doctor.

## Appointments

From 16<sup>th</sup> August we will be changing the appointments system. Anyone who rings the surgery in the morning with an urgent problem will be seen that day in an emergency clinic run by the duty doctor. These slots will be 5 minutes in length for single problems only please. For non-urgent problems we aim to be able to offer a range of book-ahead appointments up to 2 weeks in advance. Please be patient during the changeover period.

## Recall system

For patients with ongoing health problems such as Asthma, Diabetes or Heart problems we have altered our recall system so that you should receive a letter during the month of your birthday inviting you to the surgery for an annual check up. This may include having blood or urine tests a week or two beforehand.

We hope the new system will help you remember when your annual check up is due, as well as helping us ensure we deliver the best possible care. Please bear with us this year whilst the new system is put in place. For some of you your recall may be earlier or later than anticipated.

## Surgery Opening Times

Monday	7:00am-8:00pm*
Tuesday	8:00am-6:00pm
Wednesday	8:00am-6:00pm
Thursday	8:00am-6:00pm
Friday	8:00am-6:00pm

\*Extended hours for people who work

## Out of Hours Services

To speak to or see a doctor at night or at weekends please telephone

**0845 0568060**

The service is open 6pm-8am on weekdays and all weekends and Bank Holidays

## Health Care Assistants Clinics

These clinics are now running on the ground floor of Mowbray Square and you may be directed there for blood pressure checks, ECGs and some injections.

## Blood Tests

Did you know you can have blood tests done on the ground floor of the Mowbray Square building? The phlebotomy clinic is open

Monday-Friday 8:00am – midday