

SPRING HOUSE MEDICAL CENTRE

September 2024 Newsletter

COVID/FLU/RSV IMMUNISATIONS

Some of you may have already received messages to book your appointment for the above but to let you know we still have spaces in our clinics available for those wishing to receive the vaccine. The flu for the children is a nasal spray which makes life a little bit easier. The RSV vaccination is for adults aged 70 and over and the Covid aged 16 and over in the at-risk group. We are also urging all pregnant women to take up the whooping cough vaccine, this can be administered on a Wednesday if attending a midwife appointment or you can telephone the surgery, and a member of our reception team will be happy to assist you

PATIENT REGISTRATIONS

We are still accepting new patients; all details and applications can be found on our website – www.springhouse.nhs.uk

PRESCRIPTIONS/TEST RESULTS

We run a computerised system to issue repeat prescriptions which have already been agreed with your doctor.

Methods for ordering your prescriptions are:

- Online - Via the NHS App or our website. First time users are required to complete a simple one-off registration.
- In Person- Return the counterfoil of the prescription document clearly marking with a tick the medication you require to reception. A box is provided in reception to enable you to deliver your prescription without having to wait. There is also a letterbox for when the surgery is closed.
- By post-post the counterfoil of the prescription document clearly marking with a tick the medication you require to the surgery, enclosing a stamped self-addressed envelope. If posting, please remember to give at least one week's notice for a first class stamp and longer if using second class.

- **Chemist- You can also ask for your prescription to be collected by a local chemist. Please check at reception which chemists offer this service.**
- **Unfortunately, we cannot accept responsibility for prescriptions lost in the post or by the chemist.**

Unfortunately, we do not accept requests by telephone.

On the day appointments will not be available for routine test results, should your results be of an urgent nature a member of the reception team will contact you direct under the instruction of the GP.

LETTERS

This instruction has been received from Welwyn Hatfield Borough Council that they do not require a GP or other medical professional to issue a letter in respect of housing issues. Where medical evidence is required, applicants can provide their patient summary, or other documentation confirming vulnerability, disability etc.

ENHANCED SERVICES

If you struggle to attend the surgery during working or school hours, please speak with our reception team who may be able to offer you an evening or weekend appointment during the Enhanced Access Service where you may see a locum as opposed to one of our regular GPs. These clinics run from 6.30-8.00pm Monday-Friday, Saturdays 8.00am-4.00pm and Sundays 8.00am-2.00pm. Our receptionists are always on duty during all the Enhanced Access hours to respond to any of our patients' general queries.



MISSED APPOINTMENTS

There was a total of 110 appointments missed in August totaling 1996 minutes. It would be greatly appreciated that if you are unable to attend your appointment you give, if possible, 24-hour notice and we will then be able to offer this to another patient.

We would also like to remind patients that we operate a zero tolerance towards our staff. We understand your frustration, at sometimes not being able to see a clinician but can assure you we work to the best of our ability to working within the national guidelines set to us.

As always, we would appreciate your ideas and suggestions as to how we can continue to improve our service to you.

SURGERY CLOSED

Please note the surgery will be closed on Tuesday 8th October from 1330 until 1730, you can seek medical advice by calling NHS 111 or attend the Urgent Care Centre based at the QEii Hospital



