

GP Direct Patient Newsletter

Spring 2008

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Our appointment system – help us to help you

At GP Direct we have only a set number of appointments per day that we can offer. You can help us to ensure that these appointments go to those patients who need them the most. All of us at sometime suffer from colds, flu, sore throats, hay fever or similar complaints. However these illnesses are for the best part treated with rest and over the counter medicines from your local chemist. If the symptoms persist for over a week it is advisable that you contact the surgery. In the first instance you can request a telephone consultation with a doctor who will give you advice and if the doctor feels that you should be seen you will be given an appointment.

Additionally it is also advisable for you to keep some basic medication at home e.g. **Paracetamol and cough syrup**. If you have young children it is advisable to have some **Calpol or Baby Nurofen** for high temperatures. But always call the surgery if you have any concerns about your child's health. These simple measures can help reduce the pressure for valuable appointments so that doctors can see patients with more pressing medical needs.

Additional advice can also be obtained from NHS Direct. Their website is www.nhsdirect.nhs.uk and their phone number 0845 46 47

Repeat Prescriptions.

If you require a repeat prescription it can be requested in several ways.

- ❖ By completing the repeat prescription form that is attached to your current prescription which can then be posted or handed in at the surgery.
- ❖ By e-mail at info@gpdirect.co.uk
- ❖ Via our website www.gpdirect.co.uk.

We no longer take repeat prescription requests by telephone unless you suffer from certain medical conditions. Also, please be aware that **all** requests take **48 hours** to process including those via e-mail and our website. Please do not ring us to check on the progress of your request as this uses up valuable phone lines.

Do not hesitate to speak to a receptionist if you wish to know more about this service.

Seeing a doctor of your choice

At GP Direct we appreciate that you may want to see a particular doctor. Unfortunately, we cannot always guarantee this for many reasons e.g. annual leave, sickness, and study leave. What we do guarantee is that all patients can have contact with one of our doctors on a daily basis either by **telephone consultation** or a face to face appointment (if deemed necessary).

GP Direct – Telephone 020 8515 9300 Fax 020 8515 9310 – email info@gpdirect.co.uk

Child Immunisations

All parents of children needing immunisations will be notified or advised as to when these are needed. It is important that these appointments are not cancelled, unless in an emergency, as a missed appointment could mean your child's health is put at risk. If you need to cancel please ring our cancellation line **0208 515 9328** giving at least an hours notice.

Travel vaccinations

If you need a travel vaccination please make an appointment 8 weeks before your departure. Please do not leave it until the last minute.

Medication review

If you need medication on a regular basis you will be required to have a consultation with a doctor (telephone or face to face). This is to ensure that your condition is being treated correctly and the medication is right for you. These review dates will appear on your prescription and it is important that you attend them otherwise your medication may not be issued until you have had the review.

Comings and goings

We are delighted to inform all of our patients that Dr Merali will be returning to GP Direct in April after taking a year's sabbatical. Dr Dena El-Dour will be leaving the practice in March and we wish her all the best in her future career. Dr Sivashankar is currently on Maternity Leave and we wish her well, she is being replaced by Dr Khuram Ajmal until her return. Dr Khan will be returning to us on 25th February following knee surgery. Farheen, one of our administrators, has given birth to her first baby and we all congratulate her and her family at this happy time.

Cancelling an appointment

If for any reason you are unable to make your appointment you must call the surgery giving a minimum of one hours notice on our designated number **0208 515 9328**. This line is open 24 hours a day 7 days a week. Even if you have missed an appointment due to circumstances beyond your control (e.g. travel problems) please call the surgery so that we can make a note on your records. Repeated missed appointments could lead to you being removed from our list.

Staff training

Please be aware that most of our surgeries are closed from 1.00pm to 3.30pm on the first and third Wednesday of each month. However 3 Welbeck Road is open from 1.30pm to 3.30pm for midwife and counsellor appointments.

Zero tolerance policy

At GP Direct we operate a zero tolerance policy regarding abuse and aggression. This means that we will immediately remove from our list any patient (and their family if appropriate) if they are seen to be abusive, aggressive or pose a danger to any member of our staff.