

COPD PATIENTS information

Did you know the best way to help your breathing is to stop smoking, stay active and have the flu vaccine.

If you are eligible for the flu vaccine please contact our health support staff for an appointment with the nursing team.

Do you have problems with your hearing?

Come to the new free drop-in support session for:

- New batteries and ear mould tubing or filter tips for NHS hearing aids
- Information on how to use and clean your hearing aids
- Information on hearing loss/tinnitus and all the services that can help you

On Wednesday 14th February 2018

At Carrick Community Forum, 1st Floor 31
Lancasterian Street, BT38 7AM

Phone 028 90 239619

Email: angela.stanbridge@hearingloss.org.uk

Life is ten percent what happens to
you and ninety percent how you
respond to it
~Lou Holtz

Practice Figures for December 2017

- 2,017 patients were triaged
- 13,260 prescriptions issued
- 2017 patients have been registered for online ordering.

61 appointment were booked but not attended - Please contact us if you are unable to attend your appointment as another patient could use this appointment.

787 appointments were booked but not attended in 2017



PRESCRIPTION ORDERING NOTICE

Telephone prescription ordering will cease from the end of January 2018.

From February 2018 patients will be asked to order routine repeat prescriptions from the Practice through:

- Patient on-line services – 24/7 access. Register at reception with photographic ID & an email address.
- Via post, fax (028 93 372625) or through the reception order box (use the order slip on the last script for convenience).
- Local Chemists will also take written requests from Mon – Sat and have order boxes available in shops (no tel orders).

DAILY GP TELEPHONE TRIAGE

The daily GP Telephone Triage allows the practice to prioritise patients based on their medical need and ensure they are dealt with by the most appropriate health care professional while maximising our appointments system on a daily basis .

Telephone Triage calls are taken from 8.30am and Urgent Only Triage is called at 10:30 or earlier if all available appointments have been booked up.

Telephone Triage is more efficient in assessing and treating patients and avoids patients having long waits by turning up at reception. Please advise if you have already consulted with a GP regarding the issue to allow continuity of care where possible

Diabetic Eye Screening Programme

Diabetic Eye Screening Programme will be held at Meadowbridge Surgery approximately around May/June time. Patients will be contacted directly by the Screening Service regarding appointments.

Register online to receive this bulletin monthly

www.meadowbridgesurgery.co.uk

3 before GP

GPs and their wider team need time to give patients the best care they possibly can. You can help free up time for those who really need expert advice by considering three alternatives before booking an appointment:

1

Self-care

For minor ailments you could safely treat your symptoms at home, for example through rest or with appropriate over the counter medicines.

2

Use trusted online services

Ni Direct Stay Well offers sensible advice on a range of health issues and is a useful place to turn to for initial guidance.

3

Seek advice from a pharmacist

Pharmacists are highly skilled healthcare professionals who can offer valuable advice.

You should always seek urgent medical attention in an emergency.

Royal College of
General Practitioners



#3beforeGP