



Aspiro Healthcare

@ Cranfield and Marston Surgery

Patient Newsletter June – August 2019



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www.cranfieldandmarstonsurgery.co.uk

We try to fill our newsletter with information that we hope patients will find useful and if there is something you would like to know more about then please do let us know. We would also like to encourage patients to give us feedback on our service good and bad, if there is something that you feel we have done right or someone who has gone that extra mile then please do share with us. You can share your feedback via the Friends and Family test available on our website or forms available from our waiting area.



SystemOnline – Register for SystemOnline today!

SystemOnline gives patients the ability to book / cancel appointments, request medication and view their medical record.

We are currently in the process of re-evaluating our online appointment availability to make access more convenient for our patients, along with a new telephone system. Any changes will be shared and discussed at our PPG meetings and updated on our website.

To register for this service please complete the online application form via our website at: <https://www.cranfieldandmarstonsurgery.co.uk> or visit Reception to collect an application form. Please note that photographic ID will be requested before your username and password is generated for security purposes.

Are you a Carer?

Please contact the surgery to register your details. Your GP can help support you in providing information and advice on services provided by the NHS. You will also be eligible for an annual Health Check for as long as you are a Carer. This will include a blood pressure check, weight and urine test and a general discussion about your health. More details can be found at www.carersinbeds.org.uk

Staff Update – Cranfield and Marston Surgery

Erika (Administrator / Receptionist) joined us in June 2019. With a background in reception and administration . We hope that Erika will settle in well and support both our Reception and Administration teams. We are currently in the process of recruiting an additional Physician Associate and a Practice Nurse to join our team of clinical team.

Going overseas?

As it is now holiday season, here are a few tips before you travel:

- Plan ahead: tell us up to 8 weeks in advance that you are travelling overseas
- Get up-to-date health advice about your destination(s) and ensure your vaccinations are checked and up-to-date
- Remember, only 2 months' supply of medication is the maximum we are allowed to give you if you are travelling for a longer period of time you should arrange to see a local Doctor.

Hay fever

The NHS are no longer routinely prescribing hay fever treatments for items which can be bought from a supermarket or Pharmacy.

Please don't ask for the following hay fever treatments to be prescribed.

Items which can be bought from a supermarket or pharmacy

- Chlorphenamine (Piriton)
- Cetirizine (Zirtek, Piriteze)
- Loratadine (Claritin)
- Steroid Nasal Spray (Beconase)

Items which can only be bought from a pharmacy

- Steroid Nasal Spray (Pirinase)
- Acrivastine tablets (Benadryl)

REMEMBER some brands of medicines can be more expensive than others. Ask your pharmacist to provide information on the cheapest option for you.



Staff Training Days

The scheduled training days for the rest of the year are as follows:

- Thursday 20 June 2019**
- Thursday 19 September 2019**
- Thursday 7 November 2019**
- Thursday 5 December 2019**
- Thursday 27 February 2020**

The surgery is closed from 13:00 on these afternoons and will re-open at 08:30 the following day. **For medical assistance outside of normal opening hours, please call 111 for the Urgent Care Centre or for medical emergencies only dial 999**

Patient Participation Group (PPG)

Patient satisfaction is extremely important to us. By involving patients we hear about issues that matter to you, the patients. The Patient Participation Group (PPG) represents your views. Please visit our website regularly for details of our next meeting at [https:// www.cranfieldandmarstonsurgery.co.uk](https://www.cranfieldandmarstonsurgery.co.uk)

Should you wish to join the PPG, please contact Rina Persaud, PPG Chair via email at cranfieldandmarstonppg@gmail.com

Do we have your up-to-date contact details?

We use a variety of communication methods to interact with our patients, such as appointments reminders, eligibility for NHS Health Checks etc.

Please update your contact details today at Reception or via our Practice website:

<https://www.cranfieldandmarstonsurgery.co.uk>

Annual Reviews

Annual reviews for patients on repeat medication are important to ensure that you remain well.

Sometimes we can review your medication over the phone however, it will be necessary for most patients to have a face-to-face appointment with a clinician, particularly those with a Long Term Condition. Often a clinician will need to do blood pressure checks, blood tests and other checks to ensure we are helping you manage your condition.

We will invite you for an annual review via letter, text, email or phone call. These appointments take up a large number of appointments and clinical time so please ensure you respond to your invite at your earliest convenience. If you fail to respond we will send you a second reminder and a final reminder.

If you fail to book and attend your annual review it may not be safe for us to continue prescribing your medication. The best way to manage your condition is to ensure you have the tests and checks required and attend your review appointments.

We very much want to work with our patients but we also have a duty of care to ensure that you do not come to any harm. Please help us to help you by responding and attending your review appointments.