

CROWN STREET SURGERY

Autumn 2017

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Crown Street Surgery Patient Participation Group needs you.....

Please visit our website or give us your email address to receive the next meeting date and to contribute to the agenda.

For more information please contact Vanessa Zahran.

Flu Season 2017/18— Make sure you are stay well!

Please book with George and Liz for flu vaccines or nurse Fiona for children in at risk groups. This years groups entitled to a free flu jab on NHS : (NHS.co.uk)

- chronic (long-term) respiratory diseases, such as asthma (which requires an inhaled or tablet steroid treatment, or has led to hospital admission in the past),
- chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
- chronic heart disease, such as heart failure
- chronic kidney disease
- chronic liver disease, such as hepatitis
- chronic neurological conditions, such as Parkinson's disease, motor neurone disease or multiple sclerosis (MS)
- diabetes
- problems with your spleen – for example, sickle cell disease or if you have had your spleen removed
- a weakened immune system as the result of conditions such as HIV and AIDS, or medication such as steroid tablets or chemotherapy
- being seriously overweight (BMI of 40 or above)
- You are eligible for the flu vaccine this year (2017-18) if you are aged 65 and over on March 31 2018 – that is, you were born on or before March 31 1953. So, if you are currently 64 but will be 65 on March 31 2018, you do qualify.
- are living in a long-stay residential care home or other long-stay care facility
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill
- are pregnant



IMPORTANT INFORMATION—Please let us know if you have had your job elsewhere so we can keep your medical records up to date.

systemonline
BOOK REQUEST REGISTER

Registering for online access will give you access to appointment booking and cancellation, ordering of repeat medication and allow you to view test results and your medical history. Crown Street and the NHS are encouraging patients to use online access to help them manage their appointments and prescriptions more easily and help to reduce wait times on the phone for queries that require a conversation with reception. If you wish to access this service please come to the

practice with proof of ID and we can set up your account straight away, we can also add access for your children aged under 14 via your account. Please ensure you provide us with an up to date email address and telephone number to ensure that you can reset your password and reception can contact you regarding the practice and your own health.



Patient Feedback— We really value your feedback!

Face to Face

Please come and talk to Vanessa Zahran, Practice Manager on the first Tuesday of every month .

She welcomes discussions regarding complaints, queries, suggestions and any experience you found helpful or that you feel could be improved. Come along and talk to her and help make every experience at Crown Street Surgery the best it can be!

Reviews online

We also welcome feedback online and the links below can be used to review the surgery and staff online. However we do request that you speak to us in person or directly if you have a specific complaint relating to your care or service as we cannot respond to issues raised in specific detail online to ensure we respect patient confidentiality.

NHS Choices

<https://www.nhs.uk/Services/GP/LeaveReviewDefaultView.aspx?id=40649>

Google

www.google.co.uk—search crown street review

I want great care

<https://www.iwantgreatcare.org/gpsurgeries/crown-street-surgery-1/reviews/new?t=origin-profile>



Minor Ailments

Are you suffering from one of the following conditions?



Athlete's foot

Conjunctivitis (bacterial)

Constipation

Contact Dermatitis

Cystitis

Diarrhoea

Ear wax

Fever

Hay fever

Head lice

Indigestion/Heartburn

Insect bites and stings

Mouth ulcer

Musculoskeletal pain—sprains and strains

Nappy rash

Nasal congestion

Scabies

Sore throat

Teething

Threadworm

Vaginal Thrush

Warts/Verrucae

Please pick up a leaflet and ask practice staff for more details .

If you are attending for one of the above conditions, you may not need to book a GP appointment. Most patients can receive treatment for these through a local pharmacy.

- Advice is free in all pharmacies
- Most pharmacies in Ealing have signed up to provide the 'Minor Ailments Service' for the conditions listed above
- Walk in and ask for a consultation with the pharmacist, to discuss your condition if your prescriptions are free, your treatment will be free
- If you pay for your prescriptions, you will not be charged more than the retail cost of the items.