



AAAA—FLUUUUU

65 OR OVER? PREGNANT?
CHILDREN AGED 2, 3 OR 4?
MAKE SURE YOU ARE PROTECTED!

Flu vaccinations are available now!

Please ask Reception to book you an appointment.

Monday evenings 17:30-19:30 by appointment
Monday-Friday by appointment

There are 6.5 million carers in the UK today. That's 1 in 8 adults. Are YOU A Carer?

Looking after your loved ones can be tough, but caring for those we love should not mean a life on hold. You are not on your own.

Carers UK and Putneymead are here to help you.

Advise one of our admin team if YOU are a carer.



Putneymead offer Smoking Cessation advice all year round on a one-to-one basis. You are four times more likely to stop smoking with support. Please call and make an appointment with one of our advisors.

The Putneymead Patient Group

The vibrant Putneymead Patient Group continue to have their monthly meetings. Recent focus has been on the 'Productive GP' initiative, PACT (Planning All Care Together), NHS Health Checks and our waiting room music.

Ask Reception for a form if you wish to participate or be kept informed of the latest discussion topics.

The next Patient Group meeting will be held on Tuesday 25th November at 3pm on the 2nd floor.

The Areas in which YOU want us to IMPROVE

Putneymead has signed up to a service called **Productive GP** to streamline our activity and improve the quality of your experiences. The recent patient survey has guided us to two improvement modules within Productive GP...

Front of House—You want us to concentrate on improving Reception telephone access, and how we may come across to you behind the desk.

75% of the Reception Team have now attended Customer Care Training. Management are monitoring telephone demand to establish adequate staff numbers. Reception are encouraging patients to sign up to Patient Access and 13% (3223) of patients are now booking appointments online.

Planning and Scheduling— You want us to book you in with a GP of your choice and for you not to have to wait so long in the waiting areas.

Reception are actively educating patients of part time GP working and encouraging patients to book with a GP within the same clinical team if their preferred doctor is unavailable. GPs have been asked to keep Reception informed of delays so Reception can actively feed this back to the patients.

Online Access

As Putneymead patients, you are able to request prescriptions and book GP appointments online using the Patient Access facility. To receive your unique log-in details, please ask Reception. You will need to collect these from the surgery.

iOS / Android App

You can now utilise these features using the Patient Access app. Visit patient.co.uk/accessapp for further details.



Falls Awareness

One in three adults over the age of 65 will have at least one fall this year. These falls can cause physical and mental pain, and can sometimes be fatal.

If you have a fall, keep calm. If you are not hurt and feel able to get up, do so slowly but rest before continuing your daily activity. If you are hurt or unable to get up, try to get someone's attention and if possible crawl to a telephone and dial 999. You must also keep warm so try and reach for a blanket to put over you and try to change your position at least once every half an hour.

Falls can be reduced by checking your home for hazards, such as poor lighting, wires and wet or slippery surfaces. Have your eyes checked regularly as vision can affect your balance and co-ordination, whilst some medications can make you feel faint or dizzy. Let your GP know if this ever happens.

If you or someone you care for is at risk of having a fall, talk to your GP. We can give advice and information to reduce your risk of falls and the injuries that are caused by them. Alternatively call 020 8812 4079 to self-refer.

Wasted Appointments :(

Approximately **400** face-to-face doctor and nurse appointments at Putneymead are wasted each month due to patients not showing up or failing to tell us they were not coming.

PLEASE INFORM US AS SOON AS POSSIBLE IF YOU ARE UNABLE TO ATTEND

Dr Roberts is Retiring

We would like to inform all our patients that Dr Jacqueline Roberts will be retiring in December 2014, having worked in the Practice since 1989 for just over 25 years.

Patients are invited to leave messages in the retirement book of good wishes, left at the 1st Floor Reception for Dr Roberts.

The Practice are also happy to collect donations which will be presented to Dr Roberts along with details of those individuals who have contributed to the collection.



Putneymead are the latest practice to be commissioned for the Channel 5 series 'GPs Behind Closed Doors'.

Our Colleagues In The Building



The physiotherapists and osteopaths are now offering both Yoga and Tai Chi classes.



Offering a wide range of pharmacy products and a prescription delivery service.



Hosting 4 luxury consulting rooms, minor surgery and ultrasound facilities.



A fully comprehensive one-stop fertility service. They offer a unique and bespoke service to patients who are seeking fertility treatment.



An outpatient clinical treatment centre, specialising in the 'optimum nutrition' approach to mental health recovery.