



Narrowcliff Surgery Patient Newsletter—Winter 2015/16

Welcome to our newsletter. We hope you find the information useful. There is a feedback form at the end of this newsletter if you wish to comment on the contents of this newsletter or on any of the services we provide.

We would like to take this opportunity to wish all patients and colleagues a Merry Christmas and a Happy New Year.
Thank you for all of your kind support and feedback over the past year.

Electronic Prescribing Service

This is a service where your repeat prescriptions are sent directly to your chosen pharmacy. This could save you time as you do not have to collect your paper prescription from the surgery.

We have resolved the initial teething problems with the system and now it works very well indeed. From **Monday January 11th 2016** most prescriptions will be processed electronically. Please inform a member of the reception team which pharmacy you wish to collect your medication from.

Please note you will still need to order your repeat prescriptions from the surgery in the usual way.

Surgery Car Parking

We have noticed our car park can get very busy at certain times during the day! Did you know there is alternative parking available adjacent to the surgery in the Hotel Bristol.

We appreciate this is a pay and display car park, however you may find it easier and more convenient to use this facility. The current charges are £3.00 for two hours.

Nursing Team Update

Our practice nurse Megan will soon be starting maternity leave.

We would like to welcome Sarah Savage to the surgery. Sarah will cover for Megan in her absence.

We wish them both well.

Christmas Opening Hours

The surgery will close on Friday 24th December at 18:00 and we will reopen at 08:30 on Tuesday 29th December 2015.

We will also be closed on Friday 1st January 2016.

If you require medical assistance during the times we are closed please contact NHS 111 by dialling 111.

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Seasonal Flu Campaign 2015/16

This year's campaign is well under way! Most patients who are eligible for the vaccine should have received their invitation letters.

All children aged 2 to 7 years are also invited to have the seasonal flu jab. This is given in the form of a nasal spray. If you have not yet booked your flu appointment, please ask a member of our team reception team.

Online Appointments

You can book your telephone appointment with your Doctor online. This means that you do not have to contact the surgery to arrange your appointment. You can access the website 24 hours a day, 7 days a week, even when we are closed!

Many of you have already registered for this service. For more information and details of how to register please visit our website www.narrowcliffsurgery.co.uk.

Shingles Vaccines

The incidence of Shingles is estimated to be around 880 cases per 100,000 people per year for those aged 70 to 79. The shingles vaccination is offered to all patients who are aged 70 as at 1 September 2015.

The vaccine is also offered to patients who are aged 78 and 79. Please ask a member of the reception team for more information.

Your views and comments:

Please feel free to let us know your comments and suggestions you have regarding this newsletter or any of the services provided at Narrowcliff Surgery:

Name: Tel No:

Please return this completed form to Susan Beadle, Narrowcliff Surgery, Narrowcliff, Newquay TR7 2QF.
All replies are confidential.