



# Harbury Surgery Newsletter

## Winter 2013



\*\*\*Seasons Greetings from the Surgery\*\*\*

### Christmas Hours

« We close on Tuesday 24 December and re-open on Friday 27 December «  
« We close on Tuesday 31 December and will re-open on 2 January 2013 «

If you become ill when we are closed you should contact either NHS direct on 08454647 or [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) for advice, the Out of Hours Service at Warwick Hospital on 03001 303040 or if necessary call 999 for an ambulance.

### Reminder of Dispensary Hours

The Dispensary is closed between 12.30 and 1.30pm each day and the Dispensary phones are off between 12.30 and 2.30pm each day. Reception staff **do not** have access to the Dispensary when it is closed, so please collect medication during the opening hours. We are aware that our telephone lines are very busy in the mornings, particularly on Mondays, so please note there are alternative ways to order repeat prescriptions. There is a repeat prescription ordering box located just inside the main doors to the Surgery, you can order online via the prescriptions option on our website [www.harburysurgery.org.uk/](http://www.harburysurgery.org.uk/) and please see details of the new Patient Access Service detailed below in this newsletter.



**Please order and collect any medication in good time before we close for the Christmas and New Year holidays.**



Over 45s are three times more likely to drink alcohol every day.  
**Did you know that?**

People who work are more likely to drink alcohol than unemployed people. **Did you expect that?**

Around 200,000 people come to work with a hangover every day.  
**Makes you think doesn't it?**

Alcohol is the second biggest risk factor for cancer after smoking.  
**How does that make you feel?**

## Alcohol Awareness Week

18<sup>th</sup> – 24<sup>th</sup> November 2013

**This year's theme: Conversations about alcohol**

Last year's Alcohol Awareness Week encouraged people to start to talk about alcohol - about the health risks, social problems, how alcohol is everywhere in society. This year we want to encourage the same flexibility with Alcohol Awareness Week allowing local areas to use this theme to suit their priorities. We will also be highlighting the importance of Identification and Brief Advice (IBA) in tackling alcohol misuse.

Following on from our successful first ever Dry January in 2013, we will be encouraging people to sign up for the challenge again in 2014. From AAW people will be able to sign up either as an individual or a team to give up drinking for a month. We're going to ask people to pledge money or get sponsored to motivate them to stick at the challenge. We'll also be providing people with tips and information on cutting down and how this will help their health, sleeping patterns and general wellbeing.

If you have any concerns about alcohol please see your GP or for information on Dry January or any alcohol related issues, visit the website

[www.alcoholconcern.org.uk](http://www.alcoholconcern.org.uk)

## **Health Checks for 40 to 74 year olds**

We have recently started a programme of inviting patients between the ages of 40 and 74, with no known health issues, in to the Surgery for a routine health check. If you are called you will be offered a 20-30 minute appointment with one of the nursing team and your general health assessed. The nurse will ask you some simple questions, such as about your family history, alcohol consumption and activity levels, will check your weight, height, blood pressure and will check your cholesterol and glucose levels with a simple blood test. If the health check does highlight any potential problems, you may be offered further investigations, treatment or advice about your health.

If you have not received an invite, you meet the criteria and are interested in a health check, please telephone the Surgery for more information and to book an appointment.

## **Choose and Book Referrals**

More often now, if you need a referral to a consultant at hospital, you will be offered a choice of hospital and appointment times. Rather than receive an appointment through the post from the local hospital, patients can choose to go to another hospital that may have a shorter waiting list, have easier parking, or to see a particular consultant. If you still want to go to the local hospital that's fine too and if you have already decided where you want to go, we may be able to book the appointment for you, so you will have details of your hospital appointment through the post just a few days after seeing the GP.

Normally, as part of the Choose and Book service at the Surgery, we will offer you a choice of hospital, usually including all or some of these hospitals: Warwick Hospital, UHCW (Coventry), Banbury, Stratford and Rugby St Cross. However, if you wish to be seen somewhere else in the country (maybe because you have relatives in the area to visit you or help you after surgery) you can inform us of this and choose any other hospital, as long as it offers the service you require. You should bear in mind that wherever you make your first appointment, you will have to attend the same hospital for any follow up treatment or assessment.

If you would like any information about Choose and Book, we have a booklet about it at the Surgery, or please call and ask to speak to a secretary for more information.

## **Patient Access**

If you register for our new Patient Access service you can book appointments and order repeat prescriptions on line, avoiding queues and busy telephone lines and its available 24 hours, 7 days a week, so you are not restricted by normal opening times. There are leaflets about this service in the Surgery, but if you would like to register please visit reception with your photo identification (you must attend yourself with the ID), such as a passport or driving licence, or log on to [www.patient.co.uk/access](http://www.patient.co.uk/access) and click on register. There is a link to Patient Access registration on our website as well at [www.harburysurgery.org.uk/](http://www.harburysurgery.org.uk/).

## **Staff News**

There have been some changes in our nursing staff at the Practice in the last few weeks. Nurse Practitioner Helen has moved on to a larger Surgery in Leamington and we wish her well in her new job. Nurse Practitioner Paulene Snowden has returned to the Surgery to take over from Helen and will be continuing to triage patients and undertake chronic disease management.