

The Island Surgery

Tel: 01268 686190

Newsletter - Winter 2017

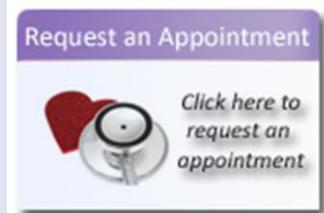
Welcome to our winter newsletter

The purpose of this newsletter is to keep you informed of what is happening at The Island Surgery and to bring you key information about your surgery, your general health and the services available to you.

In this edition:-

- Surgery News
- Online access
- Diabetes Management
- Diabetes Prevention
- Asthma & COPD
- Phlebotomy
- Repeat Prescriptions
- Weekend Appointments
- NHS 111 Service

Have you registered for online access?



All you need to do is ask one of our reception team for your username and password. For security purposes we will need to see your ID.

Connect with us



Surgery News

Introducing Dr R Ramoutar

Dr Ramoutar has been working with the practice since August 2014 and became a partner in September 2015. She has been working as a General Practitioner since 2005 of which the last 11 years have been in Castle Point. Dr Ramoutar is also qualified to administer selected joint injections, and fit contraceptive implants & coils.

Advanced Nurse Practitioners

We now have Advanced Nurse Practitioners (ANPs) at the practice to support our Clinical Team. An ANP is a registered nurse who has acquired the expert knowledge base, complex decision-making skills and clinical competencies required to diagnose and treat the majority of cases that are presented to doctors in General Practice. This has enabled us to make more appointments available to our patients and we would like to encourage our patients to make the most of these appointments when they are available.

Late Evening Surgery

Our late evening surgery takes place every Thursday evening and is provided by Dr JP Otte. The surgery is open until 8pm every Thursday and nursing appointments are also available.

Patient Participation Group (PPGs)

PPGs work in partnership with their practice to contribute to the continuous improvement of services, quality of care and communication. We are looking for patients to join our PPG to support the practice with implementing change. The first meeting is being held at the practice on the evening of 28th February. If you are interested please contact Samantha on 01268 686190 (option 3) for more information.

We welcome all patient feedback so if you have any suggestions for future newsletters, comments about this newsletter or any of the services provided by the practice please leave your comments in our suggestion box (on our reception desk) or you can email:- theisland.surgery@nhs.net

Website: www.theislandsurgery.nhs.uk

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Diabetes Management

Practice Nurse, Breeda Neaves joined us in July and runs our Diabetes clinics. If you have diabetes it is important that you are reviewed every 6 to 12 months to ensure your diabetes is well managed and reduce the likelihood of any complications.

Prevention of Diabetes

If you are overweight you are more at risk of developing Type 2 Diabetes. Evidence demonstrates a healthy weight and being more active, can significantly reduce the risk of developing Type 2 diabetes. **ACE Lifestyle** are currently providing free weight management sessions and you can contact them direct on **0800 022 4524 - option 3**

Asthma & COPD monitoring

If you suffer from Asthma or Chronic Obstructive Pulmonary Disease (COPD) you should attend the surgery every 12 months for review. During your review you may need to have a lung function test using a Spirometer. This assesses the performance of your lungs and will help ensure that you are given the appropriate medication. Please ensure you bring any inhalers to your review.

Phlebotomy Service

Our Healthcare Assistant provides a phlebotomy service in the surgery for both fasting and non-fasting blood tests. Appointments are available mornings from 8.30am and can be booked with our receptionist staff.

Prescription Service

When ordering repeat prescriptions please ensure you allow 2 full working days for the practice to process your request. Prescription requests are initiated by our Prescription Clerk who will prepare your prescription in accordance with local and national guidelines. The prescription is then passed to the duty GP for compliance checks and authorisation.

Repeat Prescriptions can be ordered through our online service, at any local pharmacy or by posting your repeat slip in our prescription box. We cannot accept telephone requests (except from known housebound patients) however if you should have any queries regarding your prescription or the services available please call the surgery and select option 2 when prompted.

Weekend and Evening Appointments on Canvey

Appointments are provided every weekend by GP Healthcare Alliance with additional evening appointments until 31/3/17. Appointments can be booked in advance through our reception or by calling the service direct during their opening hours on Saturdays and Sundays from 10am to 3pm.

The Surgery, 1A Hawkesbury Rd, Canvey Island, SS8 0EX.

01268 682303

Audley Mills Surgery, 57 Eastwood Rd, Rayleigh, SS6 7JF

01268 740501

111 when its less urgent than 999

The 111 service is available 24/7 to offer general medical advice and is free to call from both landlines and mobile phones.

Patients can call at any time and the service will offer medical advice. Patients calling outside of normal surgery opening hours will also be offered urgent treatment if appropriate.