



## **MILTON HOUSE SURGERY**

### **Newsletter February 2018**

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#### **WORKING WITH BOXWELL ROAD SURGERY**

The partners at Milton House Surgery and at Boxwell Road Surgery have agreed to work together from 1<sup>st</sup> March 2018. On this date, there will be no change in the way either surgery operates. However, the two surgeries intend to merge to form one surgery, which will initially operate from the two existing sites.

The first stage of the process of creating one surgery will be a formal patient consultation, so that we can engage with our patients and other stakeholders to create a sustainable, modern general practice that will provide improved care for its patients.

We will write to every household when this formal consultation commences, which we plan to start in March, but if you wish to contribute to the merger process, our Patient Participation Group (PPG) will be assisting with the consultation and you are most welcome to join.

There is a PPG meeting at Milton House Surgery at 7:30pm on Wednesday 7<sup>th</sup> February 2018, where we shall discuss this proposed merger and the patient consultation to come. Please contact Reception and leave a message for Daniel Freeman, Practice Manager, if you wish to attend.

#### **STAFF CHANGES**

We welcome Dr Rosie Khan to the surgery. Dr Khan will be working on Tuesdays, Wednesdays and Fridays.

Dr Jennifer Beck will be starting maternity leave in February. We wish her well and she plans to return at the start of 2019.

Nurse Lucy Harrison has decided to leave the surgery in March to spend more time with her family. Lucy has been at the surgery for 12 years and the whole team will miss her. We hope to announce a new member of our nursing team shortly.

Dr Fionnuala Barton left the surgery at the end of 2017.

## **NEW TELEPHONE SYSTEM**

The surgery installed a new telephone system on 24<sup>th</sup> January, after feedback from patients and staff that our old system did not meet their needs.

### **Our telephone number has not changed.**

When calling the surgery during opening hours, you will hear a message asking you to choose from five options, after which you will hear announcements stating your position in the call queue. There will be no more engaged tones.

## **APPOINTMENTS AT THE SURGERY**

Patients can make an appointment at the surgery during opening hours via the telephone or at Reception. For routine appointments with a doctor, patients can also register for our online services, enabling them to book appointments with a doctor 24 hours a day, as well as ordering repeat prescriptions and viewing medical records. Each patient will need to present photographic ID in person at Reception in order to register for this service.

Routine appointments are bookable in advance and you do not need to contact the surgery at 8am to book them. Nurse appointments cannot be booked online – please call the surgery to book.

For urgent appointments with a doctor, including on-the-day bookings, patients will need to contact the surgery. Reception will ask some questions to ensure we book the most appropriate appointment for you. You may be referred to our Duty Doctor, who will first telephone you about your problem. Please ensure that you are available to take a call and bear in mind that we cannot guarantee the time that the doctor will call. You may see a Nurse Practitioner or an Emergency Care Practitioner, as well as a doctor, for your urgent problem.

## **LAST CALL FOR FLU VACCINATIONS**

The Surgery still has a small stock of flu vaccines and you can still receive a vaccination for the current flu season. If you have not responded to our invitations and still wish to have a vaccination, please contact Reception as soon as possible: time is running out on this year's supply. You may still be able to receive the vaccination at a local pharmacy as well.

## **NEW GUIDANCE ON OVER-THE-COUNTER MEDICINES**

You may have seen posters in our waiting room and slides on our waiting room call screen about over-the-counter medicines. The key message of this campaign is that doctors will no longer normally prescribe medicines that you can buy over-the-counter for minor ailments.

You can buy medicines such as painkillers, antihistamines, indigestion treatments, cold remedies and travel and sun protection products over-the-counter in pharmacies and supermarkets as well as online.

For more information, the Herts Valleys CCG website is [www.hertsvalleysccg.nhs.uk](http://www.hertsvalleysccg.nhs.uk) or you can contact the CCG at [hvccgpatientfeedback@nhs.net](mailto:hvccgpatientfeedback@nhs.net).