



Seaton Surgery Newsletter



[Click here to order your repeat prescription and book online appointments](#)

We are continuing to promote our online services. System online is available via our website, www.seatonsurgery.co.uk. Please contact reception to obtain your username and password to enable you to book and cancel appointments, request your repeat medication or update your contact details. You can even view your medical records online. You will need to let us see 3 forms of ID such as your passport, driving license or recent utility bill showing your photograph and current address.

Spring 2018

New Locum GP

We are thrilled to announce that our Locum GP Dr Al-Mashharawi (male) will be working with us permanently each Friday from 1st April 2018. Welcome to the team.

Wasted Appointments

UNABLE TO ATTEND YOUR APPOINTMENT

Please let us know if you are unable to keep an appointment so that we can offer it to someone else who **does need it** (preferably giving us 24 hours notice). During **March 2018** we had **86** patients who did not attend their appointments. Each appointment is between 10 and 30 minutes long depending on the type of appointment and as you can imagine, wasted appointments have a huge impact on our appointment availability.

Clinician	Number of missed appointments	Time wasted
GPs	29	290 minutes
Nurse Practitioner	15	200 minutes
Practice Nurse	19	333 minutes
Health Care Assistant	23	240 minutes
TOTAL	86	1063 = Almost 18 hours of wasted clinical time

Do we have your up to date contact details?

Please inform a member of our Reception Teams if you change your name, address, email, telephone numbers. Please inform us if we do not already have your mobile telephone number. You can inform us by checking out our website, www.seatonsurgery.co.uk and clicking the link to update your contact details; by email to hstccg.seatonsurgery@nhs.net or complete a form which is available from reception.

As a practice we have always tried to keep abreast of changes in technology, using these changes to enhance our healthcare delivery.

Our latest addition to the system is M-JOG which is a patient messaging service this lets you:

- book/cancel appointments
- receive text message reminders
- receive reviews invites, general reminders e.g. flu clinic

No clinical information will ever be sent by text message. All we need is your mobile telephone number. People are already using this service so don't delay, make sure we have your updated contact details. You can opt out of receiving these messages at any time by replying OPTOUT.

We're on the web!
www.seatonsurgery.co.uk

Shingles Vaccinations available

SHINGLES can occur at any age, with the highest incidence seen in older people; over 50,000 cases occur in those aged 70 years and above every year. The incidence and severity of Shingles increases with age and this is thought to be associated with waning immunity. You are entitled to a Shingles vaccine when

you reach your 70th birthday. You are also entitled to it if you are 78/79 (as part of the catch-up cohort). ONCE YOU TURN 80, YOU ARE NO LONGER ENTITLED TO THE VACCINE.

Check with reception if you are unsure whether you will be eligible.

