

# NEWSLETTER

# HILLVIEW MEDICAL CENTRE

NEWSLETTER WINTER 2014

## Patient survey

**We are currently undertaking a patient survey to find out your views on our premises, access, staff and the surgery as a whole. We welcome your views and would be grateful if you could complete our survey by following this link**

<https://www.surveymonkey.com/s/hillviewmedical>

The results of this survey will be published on our website at the end of March 2014.

## Online appointments



We have now launched our new online service which allows patients aged 16 and over to

### **Book and cancel doctor's appointments online & Order Repeat Prescriptions**

To allow you to access this service please email [mprescriptions2@nhs.net](mailto:mprescriptions2@nhs.net) with your name, date of birth, email address, home and mobile phone number.

A registration form will then be produced for you to collect within 2 working days. Please bring one form of photo-identification such as a driving license or passport with you (we can also accept a bank statement or utility bill).

We will be expanding this service in future to allow greater access to medical records etc. Full details will become available on our website.

**Asthma, COPD, history of stroke or heart problems** – when you receive a reminder letter please contact us if you do not wish to attend so we can update your notes. The cost of postage is increasing and this will enable us to spend more money on equipment etc. If you wish to discuss your care before opting out please ask for a telephone conversation with the nurse.

## FREE NHS HEALTH CHECK

Are you aged between 40 – 74?

If so, please ask the receptionist about a free NHS Health Check.

Everyone is at risk of developing heart disease, stroke, diabetes or kidney disease. Therefore please take this opportunity for your free check now.

This service is a preventative one therefore we cannot offer you this check if you have already been diagnosed with coronary heart disease, chronic kidney disease, diabetes, hypertension, atrial fibrillation, heart failure, TIA or Peripheral Arterial Disease.

## Contact Details

Please update your contact details at reception or on our website by clicking 'help us keep your clinical record up to date'. We would like to be able to send reminders by text message and email in the future.

NHS Redditch & Bromsgrove Clinical Commissioning Group (CCG) has set up a membership scheme that brings the public to the heart of the organisation. The aim of the '**Now Have Your Say**' membership scheme is to give people the opportunity to;

- Have their say and debate regional health issues
- Access up to date information about NHS Redditch and Bromsgrove CCG
  - Help us improve future local health services
  - Learn more about their areas of interest

**Are you interested in joining 'Now Have Your Say'?** Registering is simple, either visit [www.redditchandbromsgroveccg.nhs.uk/get-involved/now-have-your-say/application-form](http://www.redditchandbromsgroveccg.nhs.uk/get-involved/now-have-your-say/application-form) and register online or pick up a leaflet in the surgery

## Memory problems

Are you or someone you know experiencing memory problems? We are currently offering memory tests. Please make an appointment with the nurse and attend with a relative or close friend.

## Shingles vaccination

A new shingles immunisation programme was introduced in September 2013 comprising of a single injection to last a lifetime. If you were aged 70 or 79 on 1<sup>st</sup> September 2013 please book an appointment with the nurse for a vaccination. Other ages will be added in future years.