

# STOVELL HOUSE SURGERY

## NEWSLETTER – Spring 2017

### STAFF NEWS

Dr Tavares gave birth to a baby boy on 21<sup>st</sup> January 2017, 7 weeks early!!  
Mother and baby now back home

We have three members of the surgery running The Croydon Half Marathon on Sunday 2<sup>nd</sup> April – Dr Sivadhas, Dr Patel & Anita. We wish them all the best on the day and congratulate them on their very brave endeavour!

#### EASTER OPENING

We will be CLOSED

Good Friday 14<sup>th</sup> April 2017 and reopen on Tuesday 18<sup>th</sup> April 2017

#### Holiday vaccinations

Thinking of booking a holiday? – Don't forget the vaccinations – at least 6 weeks before you travel.

Ask for a Travel Immunisation form at reception  
We do charge a fee for Hep B, Yellow Fever & ACWY

#### Patient Participation Group (PPG)

The PPG has been re-launched. Are you interested in finding out more about Stovell House Surgery? Would you like to influence the development of local health services – if so contact reception or email

[contact@stovellhouseppg.org.uk](mailto:contact@stovellhouseppg.org.uk) to find out how to get involved – we also have a notice board in the waiting room.

Next meeting 11<sup>th</sup> May, 10.30am, ask reception for details of where

#### Appointment text reminder

We are very pleased that the text reminder for appointment is now fully in place and that our patients' appreciate the new technology.

However, despite this progress, still too many appointments are being missed. PLEASE let us know in advance if you are unable to keep your appointment so we can offer it to someone else

**Repeat prescriptions** – Can be obtained without necessarily seeing the doctor. Requests can be made in writing by filling out a form at the surgery, by letter or by fax 020 8662 1272. You can also request a prescription Online if you have registered for this service (ask at Reception for details)

We CANNOT take prescriptions over the telephone except by special prior arrangement with the Practice Manager.

Please allow 2 working days before collection. If you provide a SAE we will be happy to post to you or you can have it sent directly to a pharmacy or use the electronic service (Please see your pharmacist to request either of these services)

**Results** – Can now be seen Online if you have registered for this service (ask at Reception) or please telephone between 3 – 5pm.

**To speak to a doctor** – you can book a telephone consultation with a doctor by calling the surgery on the day at 8am. The doctor will call you back during morning surgery. No requests can be made after 1pm, the doctors do not generally take or call back in the afternoon.

**Vaccinations & Immunisations** – can now be seen Online if you have registered for the service (ask at Reception). If you are travelling abroad please complete a questionnaire to then be assessed by the Nurses as to whether you need vaccinations at least 6 weeks prior to travelling.

**If you wish to make a comment or suggestion regarding any aspect of Stovell House Surgery, please visit [www.iwantgreatcare.org](http://www.iwantgreatcare.org) or our website [www.stovellhousesurgery.co.uk](http://www.stovellhousesurgery.co.uk)**

