



# STOVELL HOUSE SURGERY NEWSLETTER

We are using a new text messaging service from  
March 2018

This service will allow you to cancel your  
Appointment through the text reminder

We hope that this will cut down on the  
amount of wasted appointments from  
Patients not attending

It will also include the Friends and Family Test  
Would you recommend us?

## New Receptionists

We would like to  
welcome 3 new  
receptionists

Trudie, Audrey & Kirsty

Please bear with them  
while they learn the  
ropes!

We welcome Dr Tavares back  
from Maternity Leave; she is  
currently only working  
Wednesdays

**Holiday Vaccinations**  
Book 6 weeks before you fly!



We will be saying 'Good Bye' to  
our trainees at the end of July

Dr B Seaman (m)  
Dr S Prabaran (f)  
Dr Raza (m)  
Dr Hayward (f)

We wish them luck in all their  
future endeavours!

Download the **myGP**® app



[www.mygp.io/app](http://www.mygp.io/app)



## HUBS!

People who live or work in Croydon now have access to a wide range of urgent care services including booked appointments with a GP available from 8am – 8pm 7 days a week across three new Hubs.

Out of Hours services now at

East Croydon Medical Centre  
Parkway Health Centre, New Addington  
Purley War Memorial Hospital

These centres are for use for when we are closed and are an alternative to A&E

Please call 111 and they will book an appointment for you

**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 you 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.