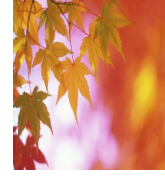




HALDON HOUSE SURGERY PATIENT NEWSLETTER



DON'T GET LEFT OUT IN THE COLD—BOOK YOUR FLU JAB NOW! BE FLU READY.

Haldon House Flu Campaign is under way and we are holding our first flu clinic on Saturday 15th October 2011—from 8.30 am until 12.00 and our second clinic on Saturday 29th October 2011 from 8.30 am until 12.00. Please speak to the receptionist or telephone the surgery if you would like to make an appointment for a vaccination on one of these dates.



APPOINTMENTS AND HOW TO BOOK THEM



	TELEPHONE	ON-LINE	RECEPTION
ROUTINE DOCTOR	✓	✓	✓
EMERGENCY DOCTOR	✓	-	✓
OUT OF HOURS	✓	-	✓
PRACTICE NURSE	✓	-	✓
HEALTH CARE ASSISTANT	✓	-	✓
CANCELLING APPOINTMENTS	✓	✓	✓
REPEAT PRESCRIPTIONS	-	✓	✓

We have a selection of appointments available for all health needs including emergency on the day appointments for urgent treatment, out of hours appointments predominantly for patients who work and are unable to attend during normal working hours. (either early morning or early evening). Routine appointments for non urgent treatment and for pre booking for chronic disease management.

If you wish to use the online facility you will need to register at reception and we will give you a password to use for accessing the appointments section of our website (please note, when you register, please allow 24 hours before making your first appointment).

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TOUCHSCREEN TO CHECK IN

Please use our touch-screen to check in when you arrive. This saves time when waiting at the reception, allows for more privacy when patients wish to discuss something with the receptionist and will alert the doctor, practice nurse, or health care assistant that you have arrived. It is very simple to use.

1. Press screen to begin
2. Press the month you were born
3. Press the date you were born
4. Press the first letter of your surname

You should then be directed to take a seat in the waiting room and wait to be called by your doctor, practice nurse or health care assistant.



Practice Nurses and Health Care Assistants

We try very hard to please all our patients whilst trying to keep an effective business running here at the surgery. The Practice Nurses and Health Care Assistants are regularly trained in specific areas of health care to help this process. This may mean in the future you will not always see the same nurse or health care assistant that you have done in the past. Please do not put pressure on the staff to fit you in with someone else other than whom you are offered. Many thanks.

Haldon House Surgery Garden

If anyone has some spare time and would love to tend our front garden at the Practice we would be very grateful. We have some plants provided by EiB (with many thanks) but we would like for someone to do a bit of weeding and keeping it looking attractive.

If you are interested please let the receptionist know.

Thank you.



Haldon House Surgery Patient Group or Patient Representative Group

If you would like to join our Patient Group please leave your name with the receptionist and the Practice Manager will contact you.