

# Elm House Surgery and Cator Medical Centre Newsletter



Welcome to our newsletter! We aim to use the newsletter to bring you clinical updates and current Surgery information. Our Newsletter will continue to be issued each quarter and is available at the Surgeries and on our websites,

[www.elmhousesurgery.com](http://www.elmhousesurgery.com)

[www.catormedicalcentre.nhs.uk](http://www.catormedicalcentre.nhs.uk)

If you wish to offer any feedback, please contact us on our email addresses below,

[broccg.receptionelmhouse@nhs.net](mailto:broccg.receptionelmhouse@nhs.net)

[enquiries@catormedicalcentre.co.uk](mailto:enquiries@catormedicalcentre.co.uk)

## Appointment Information You May Find Useful...

We realise that there is an increasing demand for GP appointments. We understand that it is frustrating for our patients who are finding it harder to book appointments.

We operate an **on-line booking service** which will allow you to book

**GP appointments or request repeat prescriptions on-line.** Details of which are available on our websites:

[www.elmhousesurgery.com](http://www.elmhousesurgery.com) or [www.catormedicalcentre.nhs.uk](http://www.catormedicalcentre.nhs.uk)

At Elm House Surgery and Cator Medical Centre, between 1st November 2015 and 1st December 2015, there were **673 appointments that patients booked and did not attend.** If you are unable to attend a pre-booked appointment, please contact the Surgery and let us know. Alternatively, you can provide the Surgery with your current mobile number. This will allow us to use our **"Text Service"**. **This Service will remind you of your booked appointment via text. You also have the option to cancel the appointment by replying to the text. If you are interested in this service, please speak to our reception staff.**

**Please keep in mind that the 673 unattended appointments could have been used for your benefit.**

We would like to ask all our patients to arrive to their appointment on time. We understand that the GPs can run late, however this is often due to patients arriving late for their appointment. *(Please note the parking area outside the Surgery belongs to the Beckenham Beacon, therefore we cannot guarantee parking facilities for our patients).*



**We will be closed**

**Christmas Day,**

**Boxing Day,**

**Bank Holiday Monday (28th December)**

**&**

**New Years Day**



*Please ensure you have adequate medication over the Christmas and New Year period.*

If you have any concerns please speak to a member of staff.

We would like to wish all our patients a merry Christmas and a Happy New Year!!

## Prescriptions

Please be aware that we require **48 hours** to process all repeat prescription requests and **72 hours** for all non-urgent hospital prescriptions. *(Please note we are not open over the weekend to process prescriptions).*

**You must request your repeat prescriptions in writing.**

Requests can be sent to us by post, (please provide a SAE envelope if you wish us to post the prescription back to you), dropped into your Surgery's reception or by using our **on-line booking service.** *Details of which are available on our websites*

[www.elmhousesurgery.com](http://www.elmhousesurgery.com)

[www.catormedicalcentre.nhs.uk](http://www.catormedicalcentre.nhs.uk)

You may wish to speak to your local Chemist as they may offer a request, collection or delivery service for your prescriptions and medication. Most Pharmacies will also be able to offer an electronic prescription service. This is a paperless prescription service.

**Please do NOT call the Surgery to request medication**

## Opening Hours

Elm House Surgery		Cator Medical Centre	
Mon	8.00am-6.30pm	Mon	8.00am-7.30pm
Tues	8.00am-8.00pm	Tues	8.00am-7.30pm
Wed	8.00am-8.00pm	Wed	8.00am-7.30pm
Thurs	8.00am-8.00pm	Thurs	8.00am-7.30pm
Fri	8.00am-7.00pm	Fri	8.00am-6.30pm
Sat	8.00am-10.30am	Sat	8.00am-12.00pm

Please note, our surgeries do **NOT** offer a walk in service. ALL appointments will need to be pre-booked.

## Travel Vaccinations

If you are looking to travel overseas and think you may need travel vaccinations, don't forget to book in with the Travel Clinic.

Prior to booking into our Travel Clinic, you will need to complete one of our Travel forms. These forms can be downloaded from the website or collected from the Surgery.

Once your travel forms have been completed, they will need to be given or emailed to the Surgery, when they will be passed on to the relevant nurse to check. Please contact the Surgery 10-14 days after we have received the forms, when we will endeavour to book an appointment in our travel clinic if needed.

**Please keep in mind that we advise that you book your travel vaccinations 6 weeks prior to travelling. Any less time and you may not be able to obtain appropriate immunity against the diseases you are being vaccinated against.**

\* We charge a fee for some vaccinations. Please check our website or ask a receptionist for details. Any fees will need to be paid before we can book a travel appointment.

## Coughs and Colds



Now we are entering the winter months, many of you will suffer from a common cold. Although a cold can make you feel very ill, a GP appointment is **not** always the answer.

**ANTIBIOTICS ARE NOT EFFECTIVE**  
Antibiotics are only effective against bacteria (colds are caused by viruses).

You can manage the symptoms with some simple advice: Drink plenty of fluids, get plenty of rest, and eating healthy. A low-fat, high fibre diet is recommended, including lots of fruit and vegetables. Should you wish to buy some over the counter medications, you could consider, painkillers, decongestants, cold medicines, vapour rubs, menthol sweets, nasal saline drops and vitamin / mineral supplements. Always speak to your Pharmacist if you are unsure.

## Quit Smoking

We are now coming up to 2016 and there is no better way to start the New Year than with a chance to change your life for the better.

We have qualified members of staff who are able to offer you help, support and advice to quit smoking for good. We run our "no smoking clinics" with our nurses most afternoons and Monday afternoons, we run two "no smoking clinics".

If you are a smoker and are thinking about quitting, you may wish to consider what you would stand to gain by giving up, such as,

- More money for you and your family (maybe enough for a holiday or home improvements)?
- An improve sense of smell, taste and better breath.
- Less stress and Anxiety.
- Keeping healthy for the sake of your children.
- Clearer lungs and stronger heart.

Stopping smoking is not a test of willpower. Preparing to quit is about being practical and having a plan. If you wish to stop smoking and feel you would benefit from the help, support and advice from our specialised nurses, please speak to a member of staff for more information and to book an appointment.

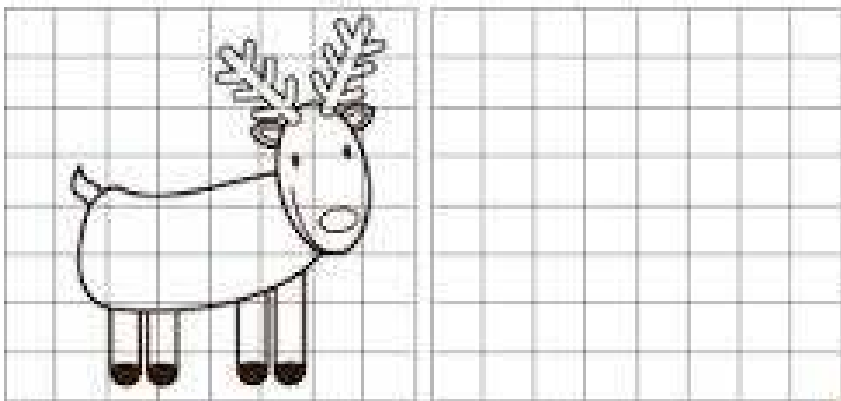


## Goodbye

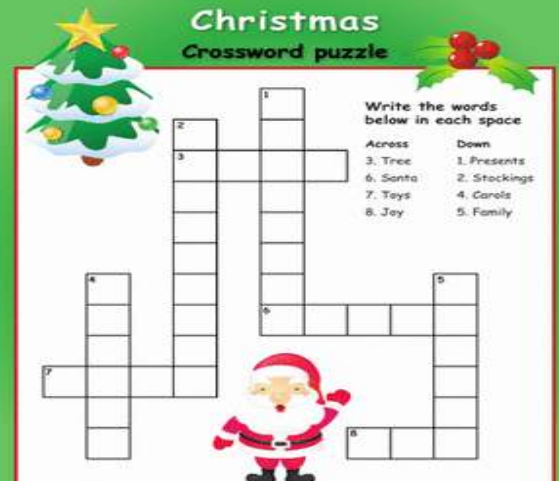
Sadly we will be saying goodbye to Dr Wismeijer., who will be leaving us at the end of December. We wish her all the best for the future

# Kids Corner

### Copy the Reindeer



### Christmas Crossword puzzle



Who hides in a bakery at Christmas?

A mince spy

What do Santa's helpers learn at school?

The elf-abet

What did one snowman say to the other snowman?

Do you smell carrot?