



Brigstock Family Practice

83 Brigstock Road, Thornton Heath, Surrey CR7 7JH
Tel: 020 8689 7800 Fax: 020 8665 1315

www.brigstockfamilypractice.com

www.brigstockskinandlaser.com

Newsletter

July 2018

What's New at Brigstock Family Practice?

The most exciting news this month is that all the building works at the surgery have now been completed. Hopefully you'll enjoy the new space that has been created next time you visit the surgery. On your next visit you'll notice that the reception waiting area has been considerably expanded and is now a lot lighter thanks to the three new sky lights we have installed. There's also a whole new floor providing a total of 9 consulting rooms.

You'll be pleased to hear that the surgery's quality and governance assurance officer Nerrisa and our assistant practice manager have both had healthy baby boys and are now on maternity leave.

We would like to introduce our new staff members:

Bibi – Reception manager

Alicija – Quality & governance assurance officer and hub manager

Christel – Practice assistant

Jasmin – Practice assistant

Appointment system

You can book an appointment with a doctor up to one week in advance or on the same day via the telephone triage system. The surgery will endeavour to comply with any reasonable preference of practitioner expressed by patients.



For your convenience, the surgery offers telephone appointments to patients who do not need to be physically seen. An appointment with the nurse can be booked up to one week in advance. Please make sure you are on time for your appointment as you will be asked to re-book if you are more than 15 minutes late.

Download the myGP app! Online appointments can also be made through the myGP app.

The myGP app service is extremely useful as it allows you to make appointments 24 hours a day. You will, however, need to register for the service by downloading the app on your mobile device or tablet.



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Repeat Prescriptions

Please allow 48 hours for all prescriptions requests to be processed.

Online: You can order repeat prescriptions online by registering either at reception in the surgery or on the [patient access website](#). Once registered you can download **the myGP** app to your phone enabling you to order your repeat prescriptions anywhere, anytime.

At reception: Please tick the medication you require and hand this into reception. It can also be posted and addressed 'F.A.O. Reception Staff'.

By post: If you require your prescription to be posted back to you, please enclose a stamped self-addressed envelope. This will be sent to you within 2 working days of receipt at the surgery, but please make allowances for variances with postal delivery when requesting a repeat prescription by post.

By fax: 020 8665 1315. Please fax your requests using the number provided above.

If you would like to order your prescription by email then please send your request to croccg.brigstockfamilypractice@nhs.net

At your local pharmacy: Please contact your local pharmacy to enquire about their repeat prescription collection service or how to register for electronic prescription service. Pharmacies near your place of work can also provide this service.

Reviews

If you are on regular medication you need to have a MEDICATION REVIEW with your GP at least every 12 months, even if you are being seen regularly by the hospital. If we are providing the prescriptions for your medication the GP needs to review you as part of his/her duty of care. If reviews are overdue your medication may be reduced to a weekly supply until you are seen. If you have a specific condition such as ASTHMA, COPD, and DIABETES you will also need regular reviews with the practice nurse who specialises in the monitoring of these conditions. CHECK THAT YOU ARE UP TO DATE WITH ALL YOUR REVIEWS—this will ensure that you do not keep getting phone calls and letters from us

Inoculations

FLU – Our flu clinics will start in September, make sure that you are booked in one of the clinics.

PNEUMONIA - Over 65? Book in for your pneumonia vaccine, most of you will only need this once in your lifetime.

SHINGLES - Over 70? Check your eligibility for the shingles vaccination.



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PLANNING YOUR HOLIDAYS

Start preparing for your trip, especially long trips, at least four to six weeks before you go.

Read the latest health and safety advice for the country you're travelling using:

[GOV.UK](http://gov.uk) [TravelHealthPro](http://travelhealthpro.org.uk) country information

☑ At least 6 weeks before you go find out if you need travel vaccines and make sure your vaccinations are up-to-date. If diseases such as malaria are a risk, you may need to start treatment before travelling.

☑ Prepare a kit of travel health essentials, including sunscreen, painkillers and antiseptic.

Sun protection

When choosing sunscreen, the bottle's label should have:

☑ the letters "UVA" in a circle logo and at least four-star UVA protection

☑ at least SPF30 sunscreen to protect against UVB

Travel insurance

Whether you're off on a six-month trek to the Himalayas or a family holiday in Spain, it's vital to have the right travel insurance.

☑ Make sure your policy covers your destination and the duration of your stay, as well as any specific activities you might do.

☑ When travelling in Europe, make sure you have a valid European Health Insurance Card (EHIC). The EHIC will entitle you to free or reduced-cost medical care. However, it won't cover you for everything that travel insurance can, such as emergency travel back to the UK.

Deep vein thrombosis

If you think you may be at risk of developing deep vein thrombosis (DVT), seek advice from your GP.

☑ On long-haul flights, get up from your seat to walk around and stretch your legs whenever you can. Drink regularly, but avoid alcohol, and wear loose, comfortable clothes.

Jet lag

☑ Jet lag is worse when you move from west to east because the body finds it harder to adapt to a shorter day than a longer one.

☑ Travellers who take medication according to a strict timetable, such as insulin or oral contraceptives, should seek medical advice from a health professional before their journey.

Copied from NHS Live well website

for further information go to <http://www.nhs.uk/Livewell/winterhealth>





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Happier, Healthier Life

If you want to stop smoking, start exercising and lead a healthier life go to

<https://www.justbecroydon.org/> and refer yourself.

We will also have a representative from Just Be seeing our patients on Tuesdays from 10-12pm.

Patients can book in to see her.

Ear Syringing

The surgery is longer able to offer ear syringing as a standard general practice NHS service to our patients. If you have problems with wax in your ears please see the local chemist for advice or ask the practice receptionist who will be able to direct you to the most appropriate service provider.