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Annual Flu Clinic

Our annual Flu Clinic is being held on the 12th October 2013 at Colwall Village Hall.

The Flu Clinic will be on from 10am -12.30pm and as usual we are not making appointments this year, but would ask where your surname corresponds with the times given below that you attend at that time. Please do not ring the surgery to make your appointment.

A – F	10.00 – 10.30
G – M	10.30 – 11.00
N – S	11.00 – 11.30
T – Z	11.30 – 12.00

We strongly recommend that you have a flu vaccination if you either:

- are over 65 years of age;
- or under 65 years of age and have Diabetes, Asthma, Chronic Pulmonary Obstructive Disease, Chronic Heart Disease / Renal Disease / Liver Disease / Neurological Disease or are Immuno-suppressed;
- or a carer looking after someone else.



As part of the Flu Clinic this year, we will be holding a cake sale and serving teas/coffees in aid of the Colwall Care Fund and the Mac-Millan Nurses.

We would very much appreciate any donations of cakes that we can sell on the day.

If you are able to make a cake to bring into the surgery on Friday 11th October 2013 could you please let one of the receptionists know so that we can get an idea of how many cakes we will have for the day.

Many thanks in advance for your donations.



Shingles Vaccination

The shingles vaccine will be given as a single injection for anyone aged 70 or 79. Unlike the flu jab, you'll only need to have the vaccination once.

The vaccine is expected to reduce your risk of getting shingles. If you are unlucky enough to go on to have the disease, your symptoms may be milder and the illness shorter. It will also relieve the pain associated with shingles.

All People aged 70 on 1 September 2013 are eligible (i.e. all those born between 2 September 1942 and 1 September 1943, inclusive). People aged 79 will also be offered the vaccine in a catch up programme (i.e. all those born between 2 September 1933 and 1 September 1934, inclusive).

Please ask at Reception for further details of when the clinic will be held.

Appointment confirmation by Text Message

We can now send a text message directly to your mobile phone when you make an appointment. You will then be sent a further text message 48 hours before to remind you of your appointment.

The receptionists will therefore be asking you for your mobile phone number. Should you not wish to receive text messages please inform one of the receptionists

Patient Access Facility—Repeat Prescriptions

From the 1st September 2013 we will no longer be using our colwall.surgery@nhs.net email for repeat prescription requests. Instead we will be using the Patient Access Facility which links directly to the patient electronic record held by the Surgery.

Patient Access is a secure service which links our surgery to patients over the internet. Patients can use Patient Access from a home computer or from any other device that they use to access the internet, for example a mobile phone (you will need to download the App to your device, which is free).

The Patient Access facility will allow our patients to make requests for medication directly to the surgery. Also, patients are able to update us of any changes to their personal details such as address or telephone numbers.

Should you wish to continue to use the service of ordering prescriptions online, or start to use this service if you haven't done so before, please ask one of our receptionists who will provide you with the information required. You will be given information containing your own personal pin numbers, which are required to set up your online account. Once you have registered, you will need to follow the instructions given on the screen.

If you have previously completed the consent form to request prescriptions via email you will still need to speak to the receptionists as you will need to be given the information sheet with the pin numbers in order to set up your own account. For more information you can go to the Patient Access website: <https://patient.emisaccess.co.uk/>

Carers — Do you look after someone who is ill, frail, disabled or mentally ill?

If 'yes' then you are a carer and we would like to support you.

Please ask one of our receptionists for a form to complete telling us that you are a carer and who you care for. If you are agreeable, we can pass your details onto Herefordshire Carers Support or Worcestershire Association for Carers, which are countywide organisations providing relevant information advice and local support services for carers. Alternatively you can contact them directly on the telephone numbers below.

We could also refer you, with your permission, to have your needs assessed by Adult Care Services, which is part of the Social Services. A Carers Assessment is a chance to talk about your needs as a carer and the possible ways that help could be given. It can also look at the needs of the person you care for. Also, as a carer, you are also entitled to a 'flu jab' as part of the annual flu campaign, so please do make an appointment with the nurse.

Herefordshire Carers Support 01432 356068

Worcestershire Association for Carers 01905 26500

Herefordshire—Carers Emergency Card Scheme

This is a FREE carers Emergency Card Scheme designed to reassure Carers and the Person they care for that, in an emergency, help will be on the way. For further information please contact Herefordshire Carers Support on the number provided above.

Wasted Appointments for the Doctors and Nurses

In July despite having booked them, there were appointments not used by patients. This figure amounts to over **2 days** of clinical time wasted. If you are unable to attend an appointment you have booked with either the Doctor or a Nurse please telephone the surgery to cancel it as we are often able to fill these appointments at very short notice.

Herefordshire GP Awards

Herefordshire Carers Support has launched two local awards this year to allow family Carers to nominate their GP and the GP Practice, if they feel they have received support and understanding from them, helping them to continue in their caring role.

Nominations need to be in by September 20th 2013

To find out more or to register as a family Carer you can:

Call: 01432 356068

Visit website: www.herefordshirecarerssupport.org

Email: help@herefordshirecarerssupport.org

Domestic Violence

One woman in four and one man in six in the UK will be a victim of domestic violence during their lifetime, according to research estimates. Two women a week are killed by a current or former male partner.

Domestic violence is officially classified as 'any incident of threatening behaviour, violence or abuse between adults who are or have been in a relationship together, or between family members, regardless of gender or sexuality'.

We think of domestic violence as hitting, slapping and beating but it can also include emotional abuse as well as arranged marriages (which can be considered 'forced') and so-called 'honour crimes'.

Domestic Violence is considered to be abuse if your partner or a family member:

- Threatens you
- Shoves or pushes you
- Makes you fear for your physical safety
- Puts you down, or attempts to undermine your self-esteem, either in private or in public
- Controls you, for example by stopping you seeing your friends and family
- Is jealous and possessive, such as being suspicious of your friendships and conversations
- Frightens you

Where Can you get Help?

You don't have to wait for an emergency situation to seek help. It is better to seek advice or help as soon as possible.

You can do this by:

- Talking to your GP, health visitor or midwife
- Calling 0808 2000 247, the 24 hour [National Domestic Violence Helpline](#) run in partnership between [Women's Aid](#) and [Refuge](#) (calls are free from a landline)
- In an emergency, call 999

[The Survivor's Handbook](#) from the charity Women's Aid is free and provides information on a wide range of issues such as housing, money, helping your children and your legal rights. The handbook is available as a downloadable PDF in 11 Languages.

For Forced marriage and 'honour' crimes, contact [Karma Nirvana](#) (0800 5999 247) or [The Forced Marriage Unit](#) (0207008 0151).

[Broken Rainbow UK](#) provides support to lesbian, gay, bisexual and transgender people experiencing domestic violence.

Men of any age can be victims of domestic violence or abuse. Help and support is available from [Men's Advice Line](#) on 0808 801 0327 or [Mankind](#) on 01823 334 244