



Get the NHS App



NHS APP

The NHS App is the first app from the NHS for patients across England. The NHS App can be used to:

- **Book or Cancel Appointments**
- **Order Repeat Prescriptions**
- **View Limited Parts of Your Medical Record**
- **Check Your Symptoms and Get Advice**
- **Register to be an Organ Donor**
- **Choose how the NHS uses Your Data**

The NHS App gives you more control over your health and care, use it wherever you are, at any time of the day or night.

It puts information about your health and treatments at your fingertips. This means you can see it when speaking to a health and care professional, for example.

A digital front door to the NHS: The NHS App has been designed with patients and healthcare professionals to be your digital front door to the NHS. It is quick and easy to use and will be adding new features in the coming months.

Apps are not for everyone, so the NHS App won't replace existing services. You can still contact your practice in the usual ways if you prefer.

For more information please collect an information leaflet from reception or visit

www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app



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PATIENT PRACTICE NEWSLETTER AUTUMN 2019

Dr H R McMurray & Dr M Kurian
Emmett Carr Surgery & Eckington Health Centre
visit our website www.emmettcarrsurgery.co.uk

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MEDICINES ORDER LINE (MOL) SERVICE

The NHS Prescription Medicines Order Line (MOL) Service is an easy way for you to order your repeat medication. The Practice has been using the MOL Service since January 2019.

The ordering process when contacting MOL is exactly the same as ordering from the Practice, All it takes is a simple phone call and your prescription will be sent as normal; either electronically to a nominated pharmacy or can be collected from the Practice if preferred.

The service was set up to ensure that patients receive the correct quantity of medication needed, in a timely manner, to reduce the amount of medication waste. Due to the success of the MOL service, they have extended their operating hours from 09:00 to 16:00, Monday to Friday, and have employed additional staff - they now have 18 experienced and fully trained operators answering calls at any given time. Practices in the area are opting for all patients to order their medications via MOL, allowing Reception Staff to focus on other important duties within the practice.

After consultation with the Practice staff and the Patient Participation Group; **Dr H R McMurray & Dr M Kurian's Surgery have decided to request that all patients begin ordering their medications via the Medicines Order Line. This will be effective from Friday 1st November 2019.**

Please see the attached leaflet for more information.

FACTS ABOUT FLU AND THE FLU VACCINE

There are many myths surround Influenza and the Influenza Vaccine, so here are some of the facts. Influenza is much worse than a heavy cold, flu symptoms come on suddenly and sometimes severely. They include fever, chills, headaches, aching muscles as well as a cough and sore throat. If you have the flu, you are likely to spend 2 to 3 days in bed and if you get complications caused by flu, you could become seriously ill and have to go to hospital.



Search 'NHS Wi-Fi'

THE FLU VACCINE CANNOT GIVE YOU FLU

The injected flu vaccine given to adults contains inactivated flu viruses, so it cannot give you flu. Your arm may feel a bit sore where you were injected, and some people get a slight temperature and aching muscles for a couple of days afterwards. Other reactions are very rare. The children's nasal spray flu vaccine contains live but weakened flu viruses that will not give your child flu either.

FLU CANNOT BE TREATED WITH ANTIBIOTICS

Flu is caused by viruses. Antibiotics only work against bacteria. You may be prescribed antiviral medicines to treat confirmed cases of flu. However, antivirals do not cure flu, but they can make you less infectious to others and may reduce the length of time you may be ill.

For more information on Flu and the Flu Vaccine please visit www.nhs.uk/live-well/healthy-body

EVEN IF YOU THINK YOU HAVE HAD FLU, YOU SHOULD STILL HAVE THE VACCINATION

If you are in one of the 'at risk' groups, you should still get the vaccine. Flu is caused by several viruses, the immunity you naturally develop will only protect you against one of them. You could go on to catch another strain. Also what you thought was Flu, could have been something else.

INFLUENZA CLINICS

This year we are administering TWO different types of flu vaccines, These are called 'Tri' and 'Quad' Vaccines.

The 'Quad Flu Vaccine' is for patients under 65 years of age.

The 'Tri Flu Vaccine' is for patients age 65 years of age and over. This vaccine is the most suitable for this age bracket and has been recommended by NHS England.

HCA Lisa Goodwin and AHCA Jayne Smith are administering and running the influenza clinics. The Practice Nurse Julie Fidler is only administering influenza vaccines to Pregnant Women, Children and patients booked in for appointments regarding long term conditions.

Patients eligible for the Influenza Vaccine have been contacted. If you believe you are eligible for the Influenza Vaccine and have not already been contacted, please contact reception who will look in to this for you.

Clinics began week commencing Monday 16th September 2019.

The practice pre-orders influenza vaccines for eligible patients one year in advance, **by having your pre-ordered Influenza Vaccine administered at the practice, you are supporting your surgery** and reducing the likelihood of services being withdrawn from the practice in the future.