



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](http://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app)**



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# **PATIENT PRACTICE NEWSLETTER**

**WINTER 2019**

## **CHRISTMAS & NEW YEAR OPENING TIMES**

The closures during the Christmas period are as follows....

### **Emmett Carr Surgery ( Main Site )**

will close at **6.30pm on Tuesday 24th December 2019** and will reopen at **8am on Friday 27th December 2019**

### **Eckington Health Centre ( Branch Site )**

will close at **1pm on Tuesday 24th December 2019** and will reopen at **8.30am on Friday 27th December 2019**

New Years opening times are as follows....

### **Emmett Carr Surgery ( Main Site )**

will close at **6.30pm on Tuesday 31st December 2019** and will reopen at **8am on Thursday 2nd January 2020**

### **Eckington Health Centre ( Branch Site )**

will close at **1pm on Tuesday 31st December 2019** and will reopen at **8.30am on Thursday 2nd January 2020**

During these closure times, if you need urgent medical attention you should dial the NHS 111 service which is provided by a local organisation, Derbyshire Health United. You will be assessed and directed to the most appropriate point of care for your particular needs.

If you have any medication that will be due over the holiday season, please ensure you have ordered your prescription a week before it is due allowing you to collect it from the surgery before we close.

**DR H R McMURRAY & DR M KURIAN**

## **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 has been effective since Friday 1st November 2019.**

It is worth noting that there are certain times when the Medicines Order Line (MOL) Service may experience a high number of calls - such as when the line opens at 09:00, around Midday and before the line closes at 16:00 - We ask Patients to be mindful of this when calling MOL to order medications.

If Patients would prefer not to place orders via MOL, Patients can order medication by registering for the Online Services.

## **STAY WELL THIS WINTER**

Cold weather can make some health problems worse and even lead to serious complications, especially if you are 65 or older, or if you have a long-term health condition.

Some people are more vulnerable to the effects of cold weather, this includes People aged 65 and older, Babies and children under the age of 5, People on a low income (so cannot afford heating), People who have a long-term health condition, Disabled people, Pregnant women and People who have a mental health condition.

**Get advice if you feel unwell.** If you are 65 or over, or in one of the other at-risk groups; see a pharmacist as soon as you feel unwell. Pharmacists can give you treatment advice for a range of Minor Illnesses such as Coughs or Colds.

They will also tell you if you need to see a doctor. The sooner you get advice, the sooner you are likely to get better.

**Get a Flu jab.** Flu can lead to serious illnesses, such as pneumonia and bronchitis, and even death in vulnerable people. You are more at risk if you are older, have a long-term condition or are pregnant.

If you are 65 and over, you have a long-term health condition, or you are pregnant; you are entitled to a free flu jab - This can be arranged at the Practice - Some children and some carers may also be eligible for a free flu jab. Contact the Practice for more information.

If you are 65 or over, you are also eligible for the Pneumococcal Vaccine, which will protect you from Pneumonia.

**Keep your home warm.** Here are some tips to keep you and your family warm and well at home:

If you're not very mobile, are 65 or over, or have a health condition, such as heart or lung disease, heat your home to at least 18C. If you're under 65, healthy and active, you can safely have your home cooler than 18C, as long as you're comfortable.

Have at least one hot meal a day; eating regularly helps keep you warm. Have hot drinks regularly.

Draw curtains at dusk and keep doors closed to block out draughts. Get your heating system checked regularly by a qualified professional.

**For more information and details regarding can be found at [www.nhs.uk/live-well/healthy-body/keep-warm-keep-well](http://www.nhs.uk/live-well/healthy-body/keep-warm-keep-well)**