

THORNTON ROAD SURGERY

NEWSLETTER

JUNE 2012

Don't forget to put your repeat prescription request in before your medication runs out!

ONLINE APPOINTMENT BOOKINGS!

THE HAYFEVER season is here! Symptoms can include a runny, itchy and/or blocked nose, sneezing, itchy, red and watery eyes and an itchy throat.

During the hay fever season, many weather forecasts will show the pollen count for the day or week ahead. If it is high, the following can help to avoid.

Aggravating symptoms:

- Staying inside as much as possible with doors and windows closed
- Keeping car windows closed
- Avoiding cutting the lawn and being in large grassy areas
- washing hair after being outside.

If medication is needed, it is **NOT** always necessary to have a doctors appointment.

Treatment can be given at pharmacies under the Pharmacy First Scheme.

MISSED APPOINTMENTS.

We are still having lots of appointments wasted by patients who **DO NOT** inform us that they are unable to attend. This does have an effect on our other patients who **DO** need to see a GP but are unable to due to the surgeries being fully booked.

Please remember that if you have booked an appointment that you know you are not going to be able to make, please contact the surgery and cancel, freeing up this time for someone who may be in great need to see one of our GP's or Nurses



REGULAR G.P.S:

*Dr Quraishi, Dr Whyte,
Dr Musalam and
Dr Chaudhury.*

OUR OPENING TIMES:

MONDAY	8-6.30
TUESDAY	8-9.00 (LATE NIGHT)
WEDNESDAY	8-8.00 (LATE NIGHT)
THURSDAY	8-8.00 (LATE NIGHT)
FRIDAY	8-6.30
SATURDAY	8:30-11.00
SUNDAY	CLOSED

GOOD NEWS TO ALL OUR PATIENTS!!!

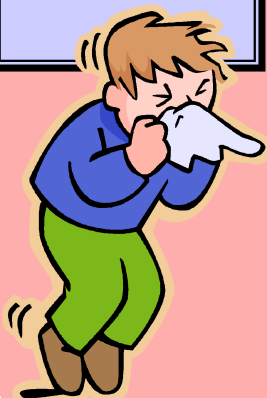
We are going to have a Tamil speaking female Dr from July.

Very soon Triage service!!!

It's a service where you call in and book a telephone consultation with the Dr and he will give you a call back to access you over the phone. And if required then he will book an appointment him to self to come into see a doctor on the day.

We are currently trying out telephone triage services every Wednesday with Dr Quarashi.

If it becomes successful then we will planning to expand this to a regular basis.



A & E and other services

A&E departments assess and treat patients with serious injuries or illnesses. Generally, you should visit A&E or call 999 for emergencies, such as: **loss of consciousness, pain that is not relieved by simple analgesia, acute confused state, persistent, severe chest pain, or breathing difficulties.**

If you need anymore information call NHS direct call 0845 4647



-When to go to A&E or dial 999– choking, chest pain, blacking out, blood loss.

-When to visit NHS Walk-in centre-Cuts, Strains, Itches, Sprains.

-When to visit your G.P– Vomiting, Ear pain, sore belly, back ache.

-When to visit a pharmacy-Diarrhoea, Runny Nose, painful cough, headache.

-When to use NHS Direct– Unwell? Unsure? Confused? Need help? 0845 46 47

-When to look after yourself at home– hangover, grazed knee, sore throat, cough.

***Note: These are general guidelines for patients who have NO underline medical conditions.**

Local Walk-In Centres in Croydon

Edridge Road Walk In Centre:

Impact House
2 Edridge Road
Croydon
CR9 1PJ

Opening times: 8.00am – 8.00pm, seven days a week, 365 days a year

Telephone: 020 3040 0800

Walk-in Centres can treat a wide range of minor injuries and problems, and the waiting time is often much less than that of an A&E department.