

WRATFON HOUSE NEWS

SPRING 2015

EASTER OPENING TIMES

We will be closed on Good Friday 3rd April and Easter Monday 6th April 2015.

Please remember to order your repeat medication in plenty of time.

In an emergency which will not wait until we reopen on Tuesday 7th April

PLEASE TELEPHONE 111



STOP SMOKING DAY

**WEDNESDAY 11TH
APRIL 2015**

Smoking is bad for you

We have a very successful in house stop smoking programme. By giving up smoking you can not only improve your health but your pocket also. Think how many ways you could spend this extra money, a much needed holiday, a gym membership, a new outfit, an iPad, a new television. If you would like help to give up please make an appointment with our Health Care Assistant, Lesley.

TRAVEL

We are again approaching the holiday season. We now have a Travel Questionnaire which we would like you to collect and complete prior to your appointment with the Practice Nurse. It is essential that you allow plenty of time before you travel, ideally 6 weeks. The more time the vaccinations have to work, the more you are protected.

PATIENT SURVEY

Thank you to all of you who were kind enough to complete our Patient Survey last year. The results have now been analysed and reported back to the Patient Participation Group at their meeting in January.

If you would like a copy of the results please ask at Reception.



NHS Choices

If you are happy with the service which we provide here at Wrafton House, we would very much appreciate it if you could take a few moments to add a review to the following website:

www.nhs.uk

OVER 75 HEALTH CHECKS

These are comprehensive health checks and can take up to one hour to complete. Our Practice Nurses are holding these clinics. You will be sent an invitation to make an appointment. Please take advantage of this health check and try to attend on the allotted time, as we have over 800 patients in this age group and it may take some time to complete them all.

A & E Services

Accident and Emergency Services (A & E) are for
EMERGENCY ONLY.

Telephone 999 for the following
Collapse, Chest Pain, Severe Breathing Difficulties or
Life Threatening injuries.

Please remember that there is an
"URGENT CARE CENTRE"

At the QEII Hospital in Welwyn Garden City. They can deal with any minor injuries, strains, sprains, suspected fracture (There are X-ray facilities on site) Bites, Stings, Burns, Scalds, Minor Eye Injuries, Minor illnesses, which cannot wait until your GP Surgery is open.

Using the Accident and Emergency Service at the Lister Hospital is expensive so please try to use the following options:

Try to come to the Surgery during normal opening hours
Telephone 111 for advice
Speak to your local pharmacist

On Line Access

Remember you can now make appointments and order repeat prescriptions on line.

You need to ask at reception for your "pin" number in order to gain access.

Please note this service is not for sending messages to the Doctors as there may be a delay in any action being taken.

www.wraftonhousesurgery.co.uk



TEA AND CHAT SESSION

Due to the success of our Chat and Mince Pie session last December, we will once again be inviting some patients who are over 70 years of age or lonely, who might like to come in for a Cup of Tea and piece of cake on

Wednesday 4th March at 2.00pm

This is for patients who live alone. Our Practice Nurse, Margaret Sharp, will be on hand to advise on any minor health issues and we hope that Age UK will be able to send a representative along also. If you know of any of our patients who would benefit from this, please ask them to let us have their name.

