

PLEASE! BE RESPECTFUL AND POLITE TO OUR STAFF, WE WANT TO HELP YOU!


CPS Newsletter FEBRUARY 2023 from the PPG



In December the Patient Co-Ordinator Team answered a staggering **12,009** telephone calls! Please be patient when you are calling us, we are working as fast as we can to help you, answering one call every minute is amazing!

Unfortunately we are still experiencing a high number of patients who do not attend their **BOOKED** appointment at the surgery.
This is putting added pressure on an already challenging situation with so many people trying to see a Doctor.
PLEASE, PLEASE LET THE SURGERY KNOW IF YOU ARE UNABLE TO KEEP YOUR APPOINTMENT

DID YOU KNOW?
Chawton Park Surgery provides a very successful on-site Minor Injuries Service.
The service is for:
minor injuries/wounds that have been sustained within 48 hours.
This service is available Monday-Friday 08:00 to 18:30



Have you have borrowed any of our blood pressure monitors or crutches? If so can we kindly ask that these are returned to the Practice as soon as they are no longer required? We do keep a record of who has borrowed equipment but this would save staff time ringing for their return!
Thank you!

SMOKEFREE HAMPSHIRE –
Free local support is available!
Text QUIT to 6677 or phone 0800 772 3649 or self refer at SmokefreeHampshire.co.uk

MENS HEALTH: PSA TESTS

As mentioned in a previous newsletter, there is no national screening programme for prostate cancer in the UK because the PSA test is not always accurate.

Men have a higher risk of prostate cancer if:
There is a family history of prostate cancer
They are of black ethnic origin
They are overweight or obese

Q: What is a PSA test?

A: it is a simple blood test to help detect prostate cancer

For more information please contact the surgery or visit the NHS website

<https://www.nhs.uk/conditions/prostate-cancer/psa-testing>

Did you miss your flu vaccination? It's not too late, give us a call to book an appointment.



The **Healthier Together App** can be downloaded and provides help and support for the whole family. Primarily aimed at children and young peoples' health, it provides clear information on common illnesses particularly for babies and children. GP Surgeries are working with Healthier Together which is used as a tool to provide support and advice for symptoms and self-care using a traffic light system to identify when there is the need for GP input.

OVER THE COUNTER MEDICATION

Please note not every ailment needs input from a GP. Pharmacists have extensive knowledge and can discuss symptoms you may have and provide over the counter medications if necessary.

Did you know?

You can request repeat prescriptions via the NHS App? It's easy and saves an extra trip to the pharmacy. You can choose where to collect your prescription, give it a few days for the surgery to process it, and collect! You can check on the app when it has been processed.

You can also email the surgery prescriptions.chawtonpark@nhs.net

PLEASE remember to provide your details, or those who you are emailing for, including name, date of birth and address so that the correct patient can be identified.

Remember to allow time when sending in a request as the prescription needs to be processed by the Surgery/GP before it is sent to the Pharmacy for them to process. And don't forget, pharmacies deal with a number of surgeries not just ours!

Thank you

CONTACTING THE SURGERY VIA EMAIL

It is very important to provide your full name, date of birth and your post code when using the Prescriptions Email and the Generic Email.

We need this information to make sure that we are dealing with the correct patient. Without it we cannot proceed with your enquiry.