

STERNDALÉ SURGERY
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Sterndale Surgery

ISSUE 10

NOVEMBER 2017

News

We have had reports of server issues with the phone system. This has now been resolved.

We apologise for any inconvenience this caused

Dr Helen McGowan has left on maternity leave. We wish her all the best and she will be missed by all at Sterndale Surgery.

We are currently down a receptionist. We are currently recruiting and hope to have this position filled before Christmas.

Opening Times

Mon am 08:30 -13:00
Mon pm 15:00 -18:30
Tue am 08:30 - 13:00
Tue pm 15:00 -18:30
Wed am 08:30 -13:00
Wed pm 15:00 - 18:30
Thu am 08:30 -13:00
Thu pm 15:00 -18:30
Fri am 08:30 -13:00
Fri pm 15:00 -18:30

Extend Hours

Mon AM
07:00 - 08:00
Fri AM
07:00 - 08:00

Emergency Appointments



We have had an increase in the number of patients calling late morning or in the afternoon for an emergency appointment. Our emergency clinic runs every morning from 08:30, you need to call or pop into the surgery on the day as early as possible, your details will be taken by the receptionist who will then pass the information you provide to the duty doctor to triage. You may receive a call from reception with an appointment time that morning or the doctor may call you directly.

You need to be available to come into the surgery that morning as in many cases the doctor will need to see you. This will mean taking children out of school and taking time off work in order to be seen.

An emergency is considered anything that you feel needs to be dealt with that day, that cannot wait for the next available routine appointment. This would not include any administrative tasks such as form filling ect. If unsure our reception team would be more than happy to help.

Appointments

We are now down three GP's, which has impacted on the number of routine appointments available. We are working very hard to fill these vacancies. We are able to book our patients into three local practices the same week, the GP's there will have access to your records and can send any referral requests back to us to action.

Dr Vigars & Dr Stratford-Martin still have a wait of up to 4 weeks, we recommend you book the next available appointment to prevent any delays in your care. All doctors have access to your records and by only booking with them increases the length in time patients have to wait to see them.

Flu Vaccinations

We are still offering Flu vaccination to eligible patients. You should have received a text message or letter regarding this. Please call to book an appointment with



New NHS GP APP

You may have seen a new NHS App, which allows you to see an NHS GP in 24 hours. Please be advised by signing up to this service you are registering with another practice and you will be automatically removed from our practice. This means you will no longer be able to access services at Sterndale Surgery and your medical records will be sent to your new GP. We will be sending a text message to inform our patients about this, as this information is not being provided when signing up.

Baby Clinic



We regret to inform you that the baby clinic will no longer be held at Sterndale Surgery from December. If you wish to see the health visitor you will need to attend either Richford Gate or Hammersmith Bridge surgery. The last clinic at Sterndale surgery will be Wednesday 29th November, please call to book an appointment.

Updating your contact details

Please make sure you update your contact telephone numbers and address with us if these change at all. Patients aged 16-22 are reminded to make sure we have their mobile number on the system as often parents numbers remain on the records, which make it difficult for us to get in touch with you. We often send information by text message so if you are not receiving this, we may not have the most up to date information.

NHS Choices

Happy about the service you receive at Sterndale? We would love to hear your comments, you can now leave comments about your experience at the surgery at the NHS choices website. This website helps compare practices all over the UK and your comments would be appreciated.

To leave a comment please visit:

WWW.NHS.UK

Then find Sterndale Surgery and leave a comment.

If you are unhappy about the service received please leave a comment in our comment box or on the surgery website along with your contact details this will enable the practice manager to contact you and discuss your concerns. If you would like to make a complaint please see our complaints leaflet in reception.

Requesting Medication



Requesting medication

You can request your repeat medication by:

- using a repeat slip (Tick list) or by completing the slip at reception.
- via the surgery website (You will need your log in details, which can be provided to you by reception).
- through your pharmacy

We cannot take requests for medication over the phone or by email.

You will not be able to request non repeat items via the surgery website, these will need to be requested in writing.

Repeat Prescriptions

These take 48 hours to process.

Non Repeat Items

These take 1 week to process.

Hospital Prescriptions

As we require a copy of the clinic letter from the hospital these can take up to 2 weeks to process. If your medication is urgent you will have been given a 2 week supply from the hospital pharmacy to allow us time to add this to your medication.

When to order your medication

Repeat items can be ordered up to 1 week before they are due. Non repeat or hospital prescriptions should be requested as soon as possible.

Online Services

You are able to book and cancel your routine appointments with the doctor and order your repeat medication via the surgery website.

If you have not requested your log in detail before, you will need to into the surgery and one of the receptionist will be more than happy to print off your log in details for you.

You then need to go to the surgery website and follow the instructions there on registering.

We are trying to increase the number of patients signed up to this service, so you may receive registration information by text or in the post.

www.sterndalesurgery.co.uk

Christmas Opening Times



Fri	22nd Dec	08:30 - 13:00	15:00 - 18:30
Mon	25th Dec	CLOSED	
Tue	26th Dec	CLOSED	
Wed	27th Dec	08:30 - 13:00	15:00 - 18:30
Thu	28th Dec	08:30 - 13:00	15:00 - 18:30
Fri	29th Dec	08:30 - 13:00	15:00 - 18:30
Mon	1st Jan	CLOSED	
Tue	2nd Jan	08:30 - 13:00	15:00 - 18:30

Inside Story Headline



Caption describing picture or graphic.

While your main goal of distributing a newsletter might be to sell your product or service, the key to a successful newsletter is making it useful to your readers.

find "filler" articles by accessing the World Wide Web. You can write about a variety of topics but try to keep your articles short.

Much of the content you put in your newsletter can also be used for your Web site. Microsoft Publisher offers a simple way to convert your newsletter to a Web publication. So, when you're finished writing your newsletter, convert it to a Web site and post it.

This story can fit 150-200 words. One benefit of using your newsletter as a promotional tool is that you can reuse content from other marketing materials, such as press releases, market studies, and reports.

A great way to add useful content to your newsletter is to develop and write your own articles, or include a calendar of upcoming events or a special offer that promotes a new product.

You can also research articles or

"To catch the reader's attention, place an interesting sentence or quote from the story here."

Inside Story Headline

This story can fit 100-150 words. The subject matter that appears in newsletters is virtually endless. You can include stories that focus on current technologies or innovations in your field. You may also want to note business or economic trends, or make predictions for your customers or clients.

If the newsletter is distributed

internally, you might comment upon new procedures or improvements to the business. Sales figures or earnings will show how your business is growing.

Some newsletters include a column that is updated every issue, for instance, an advice column, a book review, a letter from the president, or an editorial. You can also profile new employees or top customers or vendors.

Inside Story Headline

This story can fit 75-125 words. Selecting pictures or graphics is an important part of adding content to your newsletter.

Think about your article and ask yourself if the picture supports or enhances the message you're trying to convey. Avoid selecting images that appear to be out of context.

Microsoft Publisher includes thou-

sands of clip art images from which you can choose and import into your newsletter. There are also several tools you can use to draw shapes and symbols.

Once you have chosen an image, place it close to the article. Be sure to place the caption of the image near the image.



Caption describing picture or graphic.



Organization

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Your business tag line here.

This would be a good place to insert a short paragraph about your organization. It might include the purpose of the organization, its mission, founding date, and a brief history. You could also include a brief list of the types of products, services, or programs your organization offers, the geographic area covered (for example, western U.S. or European markets), and a profile of the types of customers or members served.

It would also be useful to include a contact name for readers who want more information about the organization.



Back Page Story Headline

This story can fit 175-225 words.

If your newsletter is folded and mailed, this story will appear on the back. So, it's a good idea to make it easy to read at a glance.

A question and answer session is a good way to quickly capture the attention of readers. You can either compile questions that you've received since the last edition or you can summarize some generic questions that are frequently asked about your organization.

A listing of names and titles of managers in your organization is a good way to give your newsletter a personal touch. If your organization is small, you may want to list the names of all employees.

If you have any prices of standard products or services, you can include a listing of those here. You

may want to refer your readers to any other forms of communication that you've created for your organization.

You can also use this space to remind readers to mark their calendars for a regular event, such as a breakfast meeting for vendors every third Tuesday of the month, or a biannual charity auction.



Caption describing picture or graphic.

If space is available, this is a good place to insert a clip art image or some other graphic.