Isca Medical Practice Newsletter

 Winter 2019

The Practice will be closed on 25th , 26th December 2019 and 1st January 2020. In the case of a medical emergency please call 999 . If you have a medical enquiry please call 111.

Alternatively you can go to a WALK-IN Centre these are based in Sidwell Street 01392 276892 or RD&E Hospital : 01392 406300.



## Stay Warm - Be prepared

The Met Office provides weather forecasts on radio and TV, so listen in to these bulletins regularly to keep up to date with the weather.

Severe weather warnings are also issued on the [Met Office website](http://www.metoffice.gov.uk/), through the [Met Office Twitter feed](https://twitter.com/metoffice), or you can call the Weather Desk on 0370 900 0100 or 01392 885 680.

The Met office also has advice on [getting ready for winter](http://www.metoffice.gov.uk/barometer/get-ready-for-winter). This includes suggestions for practical things you can do to prepare for winter weather, including cold, ice and snow, high winds and flooding.

 The ‘Friends of the Surgery’ group to help support the Nurses and Doctors with certain decisions regarding Isca Medical Practice and fund raising for important medical equipment. If you would like to join this dedicated group please let us know. The group recently did a fund raising event at the surgery and some beautiful Christmas gift s were purchased. We would sincerely like to thank the group for all their time and effort.

 **Following discussions with our Patient Group , as from Jan 6th 2019 we are changing our rota system so that seeing a GP will be by appointment. Our walk in service will be stopping. The aim of this is to ensure we continue to provide the best possible service to the population we care for .It has been agreed that we are bringing in this change to ensure the wellbeing of both patients and staff.**

**Our admin staff will signpost you to the most appropriate service for your needs. E-consult  is also available on our website – this enables you to contact a Dr or nurse directly who will reply within 48 hours**

If you have not already had your flu jab it’s not too late!! Book an appointment at reception.

Shingles and pneumonia vaccinations are also available. Please contact the surgery to make an appointment.

Hellos and Goodbyes.

We have had a lot of medical students with us over the last 6 months and thank you all for being so supportive of these keen learners. Our last Year 5 student, Sam, really enjoyed his time at Isca Medical Practice and gave very positive feedback regarding all staff. We still have Katie Morris our registrar here in to the New Year. Sadly we say goodbye to our lovely secretary Georgia who has a new job nearer home – we wish her well in her new venture.

Prescriptions

Ordering online: As some of you may know – you are able to order your medication online via the surgery website. You are now also able to book appointments this way up to 4 weeks ahead as well as view your Health Record online. To enable you to do this you will need to obtain a SystmOne online registration code from reception. Please make sure that you have some form of ID on you when you request the SystmOne online code.

 As always can we remind you to request your medication in good time and allow at least 48 hours for the prescription to be processed and get to the chemist of your choice. Unfortunately we do not take requests over the phone. Recently there have been quite a few manufacturing problems with certain drugs, if you do have any problems please request an alternative from the surgery.

We wish you a very happy Christmas and a healthy New Year.

Stay safe and warm.

The Staff of Isca Medical Practice.