

# FACCINI HOUSE SURGERY PATIENT NEWSLETTER

## JULY 2018

### (PLEASE TAKE ONE)



## MEASLES

Public Health England has stated that there are measles outbreaks across England and are advising patients to ensure they have had 2 doses of MMR vaccine.

Anyone planning to travel to Europe should make sure they are up to date with their MMR vaccines.

### What is Measles?

Measles is a highly infectious viral illness that can be very unpleasant and can sometimes lead to serious complications. About 1 in 5 children with measles experiences complications such as ear infections, diarrhoea and vomiting, pneumonia, meningitis, and eye disorders. One in 10 children with measles ends up in hospital. There is no treatment for the disease. Vaccination is the only way of preventing it.

### How to be protected?

The MMR vaccine is available to all adults and children who are not up to date with their two doses of MMR vaccine.

### Can adults catch measles?

Yes. And adults are likely to be more ill than children and for longer. Someone with measles generally has to spend 5 days in bed and be off work for 10 days. Adults are also more prone to measles complications than children.

### Can my children still have the MMR vaccination if they weren't vaccinated as babies?

Yes. It's never too late for your children and teenagers (or you) to "catch up" with MMR vaccination if you or they missed it earlier. Children up to the age of 18 and adults without immunity should have a catch-up MMR vaccination.

### Can a baby under 6 months have the MMR vaccine?

No. Babies under 6 months usually have some antibodies to measles already in their system passed on from their mum at birth, which may give them some protection for the first few months. But this residual immunity also interferes with their response to the MMR vaccine. So, the best approach for children under 6 months is to try to avoid them having any contact with measles. It's also a good idea to make sure the rest of your family have had the MMR jab.

### I'm not sure if my children are already vaccinated. How do I find out?

MMR vaccination is usually given as a first dose around the age of 13 months and again as a "booster" jab before school between the ages of 3 and 5. If your child has already had the vaccine, it should be recorded in their medical notes and in their personal health record (the Red Book).

### What do I do if my GP isn't sure if my family has been vaccinated?

If you or your GP are unsure whether your children or teenagers have been vaccinated against measles before, go ahead and arrange to have them vaccinated again. It won't hurt them to have the MMR vaccination a second or third time.

Patients can check their vaccination history using online access, you can also call the surgery and book an appointment for the MMR jab.

## Book and submit repeat prescriptions online

It can be difficult to get to the surgery or get through on the phone. We have online access that allows our patients to manage their appointments and check their prescriptions online, 24 hours a day, 7 days a week.

If you are interested then please see reception.

## Patient Surveys

Thank you to all our patients that have completed a patient survey and let us know of their experiences.

The results are published on our website and discussed with our Patient Participation Group.

You can complete a survey at the practice or submit one online at our website: [www.faccinihouse.com](http://www.faccinihouse.com)



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## DEMENTIA - 1 stop shop Information Centres

Healthwatch Sutton, Age UK Sutton, Citizens Advice Sutton, Sutton Carers Centre, Alzheimer's Society, Riverside Community Association Ltd and Admiral Nurses (Specialist Dementia Nurse's) are running a series of **dementia pop up hubs** to provide information and advice to local residents living with or caring for someone with dementia or who would like to find out more about the condition.

The hubs will run at the following locations and times:

**Sutton Carers Centre– MONDAY 23 JULY**

Benhill house, 12-14 Benhill Avenue, Sutton SM1 4DA

**Sutton Alzheimer's Society – WEDNESDAY 8 AUGUST**

Pandora House, 41-45 Lind Road, Sutton SM1 4PP

**Citizens Advice Sutton (WALLINGTON) – FRIDAY 7 SEPTEMBER**

68 Parkgate Road, Wallington SM6 0AH

**Citizens Advice Sutton (SUTTON) – WEDNESDAY 26 SEPTEMBER**

Civic Offices/St. Nicholas Way, Sutton SM1 1EA

**Riverside Centre – OCTOBER TO BE CONFIRMED**

113 Culvers Ave, Carshalton SM5 2FJ

<http://www.healthwatchsutton.org.uk/news/dementia-pop-hubs-are-coming-sutton-summer>

### Our Patients Said ... We did

We regularly review patient comments, suggestions, complaints and survey results and try to deliver services that meet the needs of all our patients.

You said ...	We Did....
<p><b>"We have difficulty getting through on the phone in the morning to book appointments and query results"</b></p>	<ul style="list-style-type: none"> <li>• Introduced an automated telephone booking system available 24/7</li> <li>• Introduced Online Access available online 24/7</li> <li>• Introduced a smartphone app available online 24/7</li> <li>• Have 6 telephone lines at the practice</li> <li>• We request that calls for queries are made between 12 and 2 pm.</li> <li>• We advertise and request patients to use the out of hours service (111) rather than wait all night to contact the surgery</li> </ul>
<p><b>"When can I pick up my prescription?"</b></p>	<ul style="list-style-type: none"> <li>• We request that repeat prescriptions are submitted with 48 hours notice</li> <li>• If you submit your prescription today, there is a notice at reception that informs you when it will be ready for collection</li> <li>• We use the Electronic Prescription Service, so we can send your prescription directly to your pharmacist. Please arrange this service with them.</li> <li>• We have Online Access that allows you to submit and check the progress of the repeat prescription at any time day or night</li> </ul>
<p><b>"Why do the receptionists keeps asking me about the reason for my appointment?"</b></p>	<ul style="list-style-type: none"> <li>• The reception staff would like to direct you to the most appropriate clinician.</li> <li>• We have many types of clinicians so providing information allows the reception staff to direct you to the most appropriate clinician; such as a nurse for long term conditions, a midwife for a pregnancy, the doctor for cancer review and the phlebotomist for a blood sample</li> <li>• You do not need to give a reason to get an appointment</li> <li>• We have automated telephone and online services if you wish to choose and manage your own appointment.</li> </ul>
<p><b>"We want greater information on long term conditions such as diabetes, asthma, COPD and high blood pressure"</b></p>	<ul style="list-style-type: none"> <li>• We have specialist nurses who can help monitor, manage and advise on long term conditions.</li> <li>• Our patients are advised to book with them to look after their condition</li> <li>• We run campaigns on long term conditions and call patients in to reviews with our specialist nurses</li> <li>• We promote local and national organisations that offer support and advice on long term condition</li> </ul>