

STERNDALÉ SURGERY  
74A STERNDALÉ ROAD  
LONDON W14 0HX

Telephone: 020 7602 3797  
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www.sterndalesurgery.co.uk

# Sterndale Surgery

ISSUE 9

FEBRUARY 2017

## 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  
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

Tue PM  
18:30 - 19:00

Fri AM  
07:00 - 08:00

## OUT OF HOURS

If you have a medical emergency that cannot wait until the surgery re-opens please contact **111** and you will be put through to the local Out of hours service.

## 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 still a doctor down, which has impacted on the number of routine appointments available. We are working very hard to fill this vacancy and hope that having two new GP registrars will increase the number of appointment available. In addition we are now 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 Vigers & Dr Stratford-Martin still have a wait of up to 4 weeks, patients are able to go on the waiting list for a cancellation (1 week only) but 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.

## News

We have recently said goodbye to Dr Bhakti Visani, we would like to wish her the best for the future.

We have two new Registrars joining us Dr Anna Shirley who was with us before and Dr Roshni Doshi.

We are also recruiting a new receptionist, so please bare with us as the reception team are currently down a member of the team.

## Electronic Prescribing (EPS)

As you may already be aware, all prescriptions are now sent direct to your pharmacy.

If you have not already nominated a pharmacy please can you let reception know which pharmacy is best for you. This can be a pharmacy closer to your home or work, whatever is more convenient to you. We suggest you do this before you order your next prescription to avoid any delays. Please see our EPS leaflet for more information.



## High risk of diabetes

If you are at high risk of diabetes you should receive a text message to book an appointment. We highly recommend you book this as early intervention could help reduce your risk of diabetes.

## Travel Clinic

Did you know that we run a travel clinic for both our patients and non-registered patients? Appointments are available on Thursdays and Fridays with the Practice Nurse. Please remember it is important to have your jabs at least two weeks before you travel to ensure they are effective, so contact reception as soon as possible to book your appointments.

Note - Card payment facilities "Coming soon"

## 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.



## Stop Smoking Service

It's that time of year again, have you decided on your new year's resolution? Did you know that we run a weekly stop smoking service?

The program is run by a trained stop smoking advisor, and runs for 6 weeks. You are given information on all the products available to help you quit, whether this is your first attempt or if you have tried quitting before. Your then

put on a course of the most suitable Nicotine replacement therapy (NRT) for you.

Advice and support is available throughout and after you have completed the program.

If you are interested in quitting, please ask reception to book you an appointment.

Or if your not ready yet please take some information from re-

ception, and feel free to contact us anytime you feel ready to quit.

**Please note this clinic is now on a Tuesday from 15:30 - 18:00**



**"Stop smoking clinics are run weekly, on Tuesday's from 15:30-18:00. Please book at reception"**

## 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.

**[www.sterndalesurgery.co.uk](http://www.sterndalesurgery.co.uk)**

### Appointment reminders by text.

Did you know that we send appointment reminders by text?

If you're not receiving them it may mean that we do not have your mobile number on our system.

In addition to receiving reminders, it is also important we have up to date contact details in case we need to contact you, so please inform us of any changes to your telephone number or address.

You can do this by completing a change of details form at reception.

# 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.