

STERNDALÉ SURGERY
74A STERNDALÉ ROAD
LONDON W14 0HX

Telephone: 020 7602 3797
Fax: 020 7371 3347
www.sterndalesurgery.co.uk

Sterndale Surgery

ISSUE 10

MAY 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.

Improving the practice questionnaire

We are always looking for ways to improve and develop the practice. To help us get a better idea of the areas that require improvement, please can you complete a "improving the practice questionnaire" from reception and hand this back in. Following last years feedback the survey is also available on the practice website. We will be emailing a link to the survey to patients that have provided us with an email address.

In addition you can always put any comments in our comments box on the front desk.
Thank you



NHS Health Check

Even though you might be feeling great, if you're over forty you may be at risk of heart disease, stroke, kidney disease, diabetes or dementia.

A FREE NHS Health check can help you reduce these risks and make sure that you stay healthy.

We will be inviting eligible patients by text or letter, if you have received an invitation please book an appointment with Ann your health care assistant at your earliest convenience.

If you require more information we have a leaflet available in reception.

Weekend Plus Service

Did you know we are able to book our patients into three other practices in Hammersmith & Fulham on evenings and weekends? The GP's and nurses will have access to your medical records and can send any referral requests back to us to action. Appointments are usually available within the next few days and are outside of our opening hours, Please ask reception about this next time you require an appointment.

News

We are please to welcome Christine our new receptionist to the Sterndale team.

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.

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"

Annual Reviews

In order for us to correctly monitor patients with chronic diseases, we require patients to book an annual review. Depending on the condition this could be with a HCA (Ann), the Practice Nurse, (Joy) or one of the GPs. You will be contacted around the month of your birth to book an appointment, please can you help us by booking in as soon as you have been invited to do so.

Thank you



Stop Smoking Service

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



"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 and order 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 to register.

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.