



# The Prescription

## Countesthorpe Health Centre News



Issue 6 [www.countesthorpehealthcentre.co.uk](http://www.countesthorpehealthcentre.co.uk)

May/June 2010

Countesthorpe  
Health Centre

### **Online booking for appointments and repeat prescriptions**

We're pleased to announce that we are now able to take bookings for appointments and repeat prescriptions through our web site for patients over the age of 16 years old. Members of the Patient Group have been testing out the process for us to help iron out any problems and they have now agreed it is ready to open up to everybody.

### **Getting started to book online**

In order that we can give you access to the online ordering system you will first need to come into the surgery in person so that we give you your Username and Password.

You will need to bring with you some form of photo ID to reception. Acceptable photo ID includes:

- A driving licence
- A passport
- A bus pass
- A student union card
- A membership card of a sports club

To ensure that your Username and Password are kept confidential, you **must** bring your photo ID into the surgery yourself, as this is a legal requirement. Unfortunately, we cannot issue these details to a family member or friend.

We will give you a printout of your Username and Password which will become active within 24 hours. Go to our website [www.countesthorpehealthcentre.co.uk](http://www.countesthorpehealthcentre.co.uk) and then click on the Online Services tab.

We advise you to change your password the first time you log on to the site. Choose something memorable that includes letters, at least one number and at least one punctuation symbol to make it difficult for anyone else to guess.

We also ask that you click on **Change Contact Details** and add your email address and mobile phone number as these will help us keep in contact with you. Please also make any changes necessary to bring your information up to date.

**IMPORTANT: If you allow another person to know your password, they will have access to information about your past appointments and current medication. We do not advise you to disclose your password to anyone.**

### **Booking an appointment online**

1. Click on **Book Appointment**.
2. You will see available appointments up to one week in advance.
3. Select and book your appointment – you will have the option to print a confirmation if you wish.
4. You will be able to check that your appointment has been booked by clicking on **View Future Appointments**.

You may only book one online appointment at a time so if you require more than one, please ring the surgery.

### **Ordering a repeat prescription**

1. Click on **Current Prescriptions**.
2. You will see a list of medications that are set up as your repeat prescriptions.
3. Click on the box next to the medication you require and press **Submit**.
4. You can collect your prescription from the surgery two days later, within working hours.

Please bear in mind that prescription medicine is always reviewed after a certain number of issues, usually every year in the month of your birthday. This may mean you need to attend the surgery for a blood test, urine test, blood pressure test, or to see the nurse or GP. If your repeat medication has not been authorized because it is due for review you will not be able to order it online.

### **A reminder of how the appointment system works**

We understand how important it is for patients to see the same GP where possible, particularly for ongoing conditions. Since this is a group practice and many of our GPs work part-time, we do not restrict patients to only seeing their usual doctor.

Our appointment system allows some appointments to be booked up to a week ahead and these appointments are released at **10 am** each day.

The rest of the appointments are released at **8.30 am** on the day of availability.

It is now also possible to book these appointments over the internet, as already mentioned in this newsletter. Appointments are released at the same time for either phone or internet booking.

In some instances a doctor may decide to offer you a pre-booked appointment for a specific clinical reason. At all other times, please understand that you should book your appointment in the normal way. We try to have a system that is fair and allows patients to be seen quickly, to book in advance and to see their preferred doctor.

### **Staff News**

Dr Katherine Packham will sadly be leaving us in July to pursue a career in Public Health. We first welcomed Dr Packham when she did her GP training with us which she completed in August 2008. She stayed on to cover Dr Pearce's maternity leave and joined us in a permanent role in March 2009.

She has been popular with patients and staff and, although we'll miss her, we wish her well in her new career choice. A new doctor will be joining us in August to replace Dr Packham. We will tell you more in our next newsletter.

### **Suffer from Seasonal Hay Fever?**

We're approaching that time of year again. If you suffer from seasonal hay fever, there is no need to book a doctor's appointment for a repeat prescription. Simply phone or drop in to speak to our dispensary staff and they can order your repeat prescription for you. Or, of course, you can now order it online.

Dispensary Tel: 0116 277 9265. This line is open from 12.00 noon to 2.00pm.

### **New Walk-In Medical Centre – another way to get the help you need**

The Oadby & Wigston Walk-In Medical Centre has now opened in Oadby and is available to all of our patients. Its extended hours – from 8.00am until 8.00pm – make it useful for anyone who needs to see a doctor or nurse in the early evening or at weekends and who can't wait until the surgery is open. It is open seven days a week, 365 days a year and could be a useful alternative to contacting the Out of Hours service.

This centre will **not** have access to your medical records so will not be able to deal with something like the issue of a repeat prescription but will be able to help with other immediate health issues. You will not need to register with the walk-in centre and can use it without it affecting your relationship with Countesthorpe Health Centre.

You can find the Oadby & Wigston Walk-In Centre at:

18 The Parade  
Oadby

Leicester  
LE2 5BJ

Telephone: 0116 271 1360

### **Should you be taking Aspirin to prevent Cardio-Vascular Disease?**

There have been changes in the guidelines for using aspirin for primary prevention of cardio-vascular disease (CVD).

Recent large studies have provided new evidence that has meant that for some people aspirin is not suitable as a primary prevention medicine for CVD.

If you have already had a heart attack, a stroke, angina, coronary bypass surgery or peripheral vascular disease, or if you have diabetes, then you **should** be taking aspirin.

However, if you are taking aspirin only because of high blood pressure or cholesterol then you **should not** be taking aspirin. If you have previously had aspirin on a repeat prescription, we will be removing it from your repeat medication list. If you buy aspirin over the counter purely for preventative reasons, we suggest that you stop.

If you are unsure whether you should be taking aspirin or not, or if you believe that your aspirin has been wrongly discontinued, please speak to your GP.

### **Health Promotion Campaign – Physical Activity and Exercise**

Taking regular exercise and staying physically active are important aspects of achieving and maintaining good health. Exercise keeps you supple and strong and ensures that your heart stays in good condition. It helps you to maintain a healthy weight and is great for reducing stress. Regular exercise and physical activity is important to you, whatever your age and lifestyle.

Our next health promotion campaign will be focusing on the benefits you can see from staying active and ways in which you can build exercise into your everyday life.

### **Look After Your Health**

A new programme of Health Promotion campaigns will be running in the Health Centre throughout this year.

Sexual Health	July
Asthma/Chronic Obstructive Pulmonary Disease	September
New Year's Resolutions – Get a Head Start	November/December
Emotional Health	January

Staff will be on hand to answer your questions on the launch day of each campaign but you can call in to the Health Centre any time during opening hours to see the displays and pick up information.

Information from each health promotion campaign will be added to our website so even if you can't call in to the Health Centre, you will still find plenty of valuable information to help you look after your health. Take a look at the Health Advice section at [www.countesthorpehealthcentre.co.uk](http://www.countesthorpehealthcentre.co.uk).