



INSIDE THIS ISSUE

THE GREYFRIARS GAZETTE

OUR SMEAR CAMPAIGN

GREYFRIARS WEBSITE UPGRADED

TEXT MESSAGING SERVICE LAUNCH

CONSENT TO LEAVE VOICEMAILS

A&E ATTENDANCES

MEASLES MUMPS RUBELLA UPDATE

GP AVAILABILITY



Have you had your smear yet?

Text Messaging - Improving Communication with you

Would you like to be reminded of your appointment? Let us help you.

We are always trying to improve our interactive services here at the surgery and one big development for us coming soon is the introduction of our new text messaging service.

We need your consent to send you details by phone before we can sign you up for our service, please ask one of the receptionists for a leaflet with the information and consent form.

Please ensure you keep us updated when your telephone number changes.

The Greyfriars Gazette

Welcome to our first newsletter.

We want to use this newsletter to keep patients updated with news about Greyfriars surgery and the NHS on a national scale.

This is something that was highlighted to us in our Patient Survey 2012 so if you have any feedback on the style or content of the Greyfriars Gazette please do not hesitate to let us know. Please note this newsletter is also made available to you through our website, www.greyfriarssurgeryboston.co.uk.

We intend to publish the Greyfriars Gazette quarterly with different themes to each issue with the aim of keeping you updated with new campaigns and any in house business.

Thank you for your support in surgery as we continue to update our services.

Ladies - have no fear, attend your smear

You may have noticed our 'pink pants' display situated in the upstairs waiting room, this is part of our Cervical Screening drive to encourage women aged between 25-64 years to make an appointment and come and have their smears in surgery.

Cervical Screening saves approximately 4,500 lives per year in England.

Despite this, **over 20% of women invited for their free screening do not attend.**

If you are female, aged between 25-64, and haven't yet booked in for your smear after receiving a letter from us, just pop down to reception and make an appointment with one of our nurses.

Facts on Cervical Cancer:

- It is the 2nd most common cancer affecting women.
- Each year, about 500,000 women worldwide are diagnosed with Cervical Cancer and more than 270,000 die from it.

FOR YOUR INFORMATION...



when it's less
urgent than 999

NHS 111:

111 is a new service making it easier for you to access local healthcare services.

You can now dial 111 when you need medical help fast, but it isn't a 999 emergency.

Answer phone messages - We need your consent

Due to information governance guidelines we are no longer permitted to leave messages on patients answer machines without prior consent.

If you have put a query to reception and you require a call back please let them know if we can leave a message to let you know we have tried to contact you.

Measles Mumps and Rubella update

Although the outbreak of MMR has slowed down in recent days it is still extremely important for children to be vaccinated to prevent any further spreading.

If you aren't sure if your child has had both MMR vaccines and they are over 3 years old, let us know and we can get them in for an appointment with one of the practice nurses.

Website - Upgraded

We have upgraded our website! Just visit www.greyfriarsurgeryboston.co.uk for useful contact details as well as ordering prescriptions and making appointments online. We welcome any feedback or suggestions from you on how we can improve the website.

Your choice in an emergency

A&E or 111?

Accident and Emergency:

There are over 21 million attendances at accident and emergency (A&E) departments each year.

A&E departments assess and treat patients with serious injuries or illnesses. Generally, you should visit A&E or call 999 for life-threatening emergencies such as:

- Loss of consciousness
- Acute confused state
- Fits that are not stopping
- Persistent, severe chest pain
- Breathing difficulties
- Severe bleeding that cannot be stopped
- Stroke

Speaking to your relatives

If you are in agreement for us to speak with your relatives about your care ask us for a consent form so we can put this on your record.



Availability of GP's

With a lot of demand around for certain GPs and not enough hours in the day it is getting harder and harder for patients to see the same GP every time they visit the surgery.

Patients now are registered with a GP surgery rather than an individual GP.

If you prefer to see a specific GP, the surgery can note this in your records. However, you may have to:

- Wait longer to see your preferred GP
- See someone else, for example, if your preferred GP is away from surgery.

We will do our best to accommodate your wishes.

[http://www](http://www.greyfriarsurgeryboston.co.uk)