

Summer Newsletter

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OPENING HOURS

Reception:

8.00am—6.30pm Monday to Friday

If you need to contact a doctor outside of these hours please call 111, calls to this number are free from landlines and mobiles.

Foreign Travel

Are you travelling abroad this summer? Do you know what vaccinations you need to travel? Are your vaccinations up to date? Diseases such as malaria, cholera and typhoid are common in some parts of the world but protection is easily available before you travel. For more information please look on the website or ask at reception.

Online access to medical records

You may have heard that all GP surgeries must allow patients access to their medical records online by April 2015.

Patients registered with the practice can have online access to the following facilities:

- Current Medications
- Allergies
- Adverse reactions

If you would like to register for this service you will need to come into the surgery with photo identification to register.

If you have any questions regarding this service please speak to reception.

Patient Participation Group

We are always looking for patients to join our PPG.

They form an important part of how we look at the services that we offer and how the surgery runs.

If you are interested in joining and having a say in how the practice runs, please contact the surgery for more information.

Number of Missed

Appointment :

Doctors Nurses

APRIL 111 64

MAY 102 37

Surgery Information

Website:

www.cassiosurgery.co.uk

Telephone Number:

01923 226 011

Fax number:

01923 817 342

Email:

cassiodocs@nhs.net

**The surgery is open
from 8.00am to
6.30pm
Monday to Friday**

Patients not attending appointments – Is this you?.

As we all know there is substantial pressure on the NHS and GP's in particular. The rate of patients not attending appointments is significant and putting increased pressure on availability.

If you cannot make an appointment please let the surgery know. You can call, text or email us so we can give this appointment to someone who needs it.

Mobile Phone Text Messaging Service

We send text messages to patients' mobile phone numbers to remind them of appointments, annual check ups and to advise on specific clinics.

If you have a mobile number, please ensure that the surgery has it so that you can take advantage of this service.

Repeat Prescriptions

Patients on regular medication may require a repeat prescription. You will find attached to your previous prescription a tear-off slip with your medication listed. Please tick the medication you require and bring or send it to the surgery.

Your prescription should be ready in 2 working days from receipt of the request. If you wish your prescription to be sent to a particular chemist, please advise us in writing or if you wish it to be posted to you, please enclose a stamped addressed envelope.

Alternatively, you can request your repeat medication by faxing the surgery on 01923 817342, emailing or directly through the website by completing the simple registration form.

We do not take telephone

Are you a carer?

Did you know that Cassio Surgery has a carer's champion?

Please let the surgery know if you currently care for someone or if you have a carer looking after you.

We have a member of staff that is your point of contact if you need any help, support or advice and can help signpost you to organisations that are there to help.

If you would like to contact our carer's champion her details are below:

Husna Shah 01923 226 011