



THE MERRIDALE MEDICAL CENTRE NEWSLETTER



TEST RESULTS

2017

Practice policy is NOT to contact patients if results are normal, should any actions be required from your results, the surgery will either phone or write to you. Please always ensure contact details are up to date.

Are you age 40-74? Have you had your health check?

If your aged between 40-74 you are eligible for a free NHS health check. This includes, blood test, blood pressure, height, weight. Ask at reception for more details and to book your appointment with the health care assistant.

BE ON TIME

If you are not on time for your appointment, you will not be seen. Please always allow time to get to your appointment.



Keeping contact details up to date.

It is important to inform the surgery, if you change address, telephone or mobile number in case the surgery need to contact you for any reason.

Urine Sample

If you suspect to have a urine infection we ask that you bring a urine sample into reception and fill a small form out to hand in with your sample.

We then advise you call AFTER 4pm, for a response to the sample



PRESCRIPTION

Our Prescription telephone line is only available between 9am and 11am Monday to Friday.

The prescription number 0116 216 9636 if you are ordering regular medication, you can always leave a message.

Our prescription desk is open 11am-4:30pm Monday to Friday.

Prescription collection is also available Saturday 9am-12pm.

Ordering of prescriptions can also be done by:

- Sending your request via email to prescription.merridalemedicalcentre@nhs.net
- Via the practice online service (speak to reception for more details)
- Electronic prescribing– *Patients can nominate a pharmacy of your choosing, this means once a prescription has been requested, it will be sent direct to the pharmacy you have chosen. Please speak to the pharmacy of your choice if this is something you wish to consider.*
- Handing in repeat at prescription desk.

MESSAGE FROM PPG CHAIR

The practice is always looking for patients of any age to join the group to aid in looking at improving patient service and patient satisfaction. If you are interested in joining the PPG please leave your details with a member of staff who will pass your information to the practice manager.

CHANGES TO OUR CLINICAL TEAM

We are extremely happy to welcome Dr S Tayub to the clinical team, a female GP who will be working Monday and Wednesday.



There is a difference between colds and flu although they are both virus infections. Antibiotics have no effect on viruses, there is no cure to a cold, and you just have to wait while your natural body defences fight off the virus. This can take several days, but you can effectively treat the symptoms and make yourself more comfortable with over-the counter medicines.

Flu is also caused by viruses, in most cases it comes on quickly with shivering, headache, muscle aches in the back and legs and dizziness. A high temperature always develops but should go down in 24 hours. You may also have loss of appetite, nausea and vomiting. The worse is usually over in 4-5 days and can take up to 10 days.

Surgery Contact Details

Postal Address: Merridale Medical Centre, 5 Fullhurst Avenue, Leicester, LE3 1BL

Main Telephone number– 0116 216 6996 lines open 8am-6:30pm Monday to Friday.

Website: www.merridalemedicalcentre.co.uk

Reception Open Times

Monday & Tuesday– 8am to 8pm

Wednesday/Thursday/Friday– 8am to 6:30pm

Saturday 8:30-12:30pm– pre-booked appointments

Online Appointments

We offer online appointments with our GPs and nurse practitioners that can be pre-booked two weeks, two days in advance. To access online appointment please bring to reception TWO forms of ID to be given your username and password.



Self care

A range of common illnesses can be treated with a well stocked medicine cabinet or plenty of rest.



NHS 111

Call NHS 111 free if you need medical help advice, but it is not a 999 emergency.



Pharmacy

Provides local confidential, expert advice and treatment for a range of common illnesses.



GP

For expert medical advice, medical examinations and prescriptions for illnesses.



Minor injury unit/urgent care centre

Offers access to a range of treatment for minor illnesses and injuries, including broken bones.



Emergency Department or 999

These services should be used in an emergency, a critical or life-threatening situation.