

# Betts Avenue News

## Autumn/Winter Edition

This is our updated newsletter with lots of new information and upcoming events. Everyone at Betts Avenue wishes you a Merry Christmas and Happy New Year!

### Flu Vaccination

You are entitled to the flu vaccination if you are:

- Aged 65 years or over
- In any stage of pregnancy
- Living in a residential or nursing home
- The main carer for an older or disabled person

Or if you have:

- A heart problem
- A chest complaint or breathing difficulties including bronchitis, emphysema
- Kidney disease
- Lowered immunity due to disease or treatment (Steroid medication or cancer treatment)
- Liver disease
- Had a stroke or transient ischaemic attack
- Diabetes
- Neurological condition (Multiple sclerosis or cerebral palsy)
- A problem with, or removal of, your spleen

It is free to everyone in these groups. Children aged 2,3 & 4 are also entitled to a nasal flu vaccination. Book your appointment now.

### Pharmacy First

If you are entitled to free prescriptions then you may be entitled to pharmacy first. It offers advice and treatment for many minor ailments such as bites & stings, chicken pox, diarrhoea etc. Leaflets on pharmacy first are available on reception.

### Winter Colds & Flu Symptoms

Cold and flu symptoms are self limiting are best treated at home (antibiotics do not treat colds & flu's) Please think pharmacy first, for treatments to avoid spreading viral illnesses.

### Friends and Family Test

As from the 1st December 2014 all GP Surgeries will be required to participate in the 'Friends and Family Test.' This is already carried out in Hospitals and the Government have extended the test to the GP Surgeries. It is a very small questionnaire to see if you would recommend our services to your 'friends and family.' There is one mandatory question in which all GP Surgeries are required to ask patients and provide a monthly report on the results. We will publish the results on our website and also in the newsletter. The practice would be grateful for your input by completing one of these questionnaires and putting it in the practice 'suggestion box' as all questionnaires will be anonymous.

### Are you aged 70, 78 or 79

Don't let shingles become a burning issue! Get a shingles vaccination. It reduces the chances of you developing shingles and even if you do develop shingles the disease will affect you less severely.



## Suggestion Box

We would like you to be involved in our practice. We have a suggestion box in reception, feel free to give us your opinions and ideas!

## Booking Appointments and ordering prescriptions online

Sign up at reception so you can go online to book your own appointments and order prescriptions.

## Cancelling an appointment between 7am and 8:30am?

**Benwell**– 07796154226

**Kenton**– 07903063454

## Keep forgetting your appointments?

Sign up for text message reminders at reception, we send you a text message 24 hours before your appointment to remind you.

## Complaints Procedure

If you would like to make any complaint there is an information leaflet on reception with all information needed.

## Betts Avenue Medical Centre

**Website:** [www.bettsavenue.nhs.uk](http://www.bettsavenue.nhs.uk)

**Email:** [bettsavenue@nhs.net](mailto:bettsavenue@nhs.net)

**Benwell Phone Number:** 01912742767

**Benwell Fax:** 01912740244

**Kenton Phone Number:** 01912461546

**Kenton Fax Number:** 2461550



BettsAvenueMedicalCentre



BettsAvenueMC

## Don't like queuing to check in?

Why not try out our self check in board to book in for your appointment with the Doctor or Nurse. It's quick and simple to use just follow the instructions on the screen.

## Surgery Closures

Thursday 9th October from 12:30pm

Monday 20th October 11:45 -1:45

Thursday 25th December

Friday 26th December

Wednesday 1st January

## Take a look at our website

Go online and check out our website, you can find information regarding the surgery. You can also leave feedback to help us improve our service.

[www.bettsavenue.nhs.uk](http://www.bettsavenue.nhs.uk)

