

Battle Hill Health Centre
 Belmont Close
 Wallsend
 NE28 9DX
 Tel: 0191 295 8520

Summer 2017 Newsletter

Change of Personal Details

It is very important that you notify us of any changes to your personal details to ensure your medical record is kept up to date. If you are changing your name or address please notify us immediately with supporting evidence e.g. bank statement for address changes or marriage/deed poll certificate for name changes. We will be unable to update your records without this proof. If possible, please provide an e-mail address so that we can contact you should our phone lines go down.

SystemOnline

SystemOnline allows you to book and cancel appointments, request repeat medication and have detailed coded access. If you would like to register for an account please come into surgery and will issue you a username and password. **Please note we will require ID before allocating these.**

Non-NHS Administrative Tasks

We are often asked by patients to complete forms for private insurance applications, gym membership etc. We are happy to do this however these requests cannot take precedence over our NHS work and as such, patients are reminded that we cannot give completion dates. We also need to remind patients that this work does not form part of the NHS contract and we must charge patients for this service. Please ask at our reception for information on our fees.

Patient Participation Group

Here at Battle Hill we have a Patient Participation Group, which meets six times a year so that patients can pass on their feedback regarding our service. Our next meeting is 3rd June, and if you would be at all interested in joining just give us a ring or ask at our reception.

Missed Appointments

Unfortunately every month there are many patients who miss their scheduled appointments. This is not only a huge waste of our GPs' time but it also prevents other patients from booking these much needed appointments.

Please ensure you inform us if you are unable to attend your appointment so that we can ensure it is cancelled and made available for another patient.



Immunisations for Holidays Abroad

Summer is here and if you are going away on holiday and think you may need some vaccinations; please book a travel appointment with the Practice Nurse. The nurse can discuss which vaccinations you've had previously and what you may need for your particular trip. There is also an excellent website www.fitfortravel.nhs.net which provides a great deal of useful information. Please be aware that whilst most vaccinations are free of charge, some are unavailable on the NHS and we must unfortunately charge for these. Please contact our reception for details of immunisation fees.



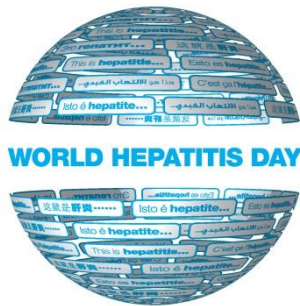
World Hepatitis Day 28th July 2017

Worldwide 400 million people are living with hepatitis B or C. Every year 1.4 million people die from viral hepatitis and yet all of these deaths could be prevented. With better awareness and understanding of how we can prevent hepatitis we can eliminate this disease and save 4,000 lives a day.

Viral hepatitis can be prevented. It's up to all of us to act.

For every death a voice.

We're asking 4,000 people to stand up and be counted in the quest to raise awareness of viral hepatitis. You can provide a voice for the 4,000 lives that will be lost on World Hepatitis Day this year. Together your voices become a powerful symbol for the need for action to prevent future deaths.



An Inspirational Story

The following testimonial is from one of our patients who participated in our Weight Loss Programme at Battle Hill.

"I started the programme in April of 2016 at a weight of 17 stone and 4 pounds. I found out about the programme through my wife who overheard patients talking about how good the programme is. I made an appointment to see Michelle to start the course. I have struggled with my weight for most of my adult life and have tried numerous diets including Weight Watchers and Slimming World but was never able to sustain my weight loss. When I met Michelle however the programme seemed too good to be true as I never dreamt I would lose so much weight so quickly. I put that down to the fact that there is nothing I cannot eat – in moderation of course! The only thing I would say is I have exchanged an occasional larger for a prosecco instead. It is for me by far the best weight loss programme

I have ever participated in and is so easy to follow. I reached my target weight in March 2017 and will continue to see Michelle to maintain my current weight. Thank you Michelle you have changed my life for the better"



Many thanks!

**Yvonne Scotland
Practice Manager**