

## **THE OLD CHURCH SURGERY NEWSLETTER (January 2015 edition)**

99 Chingford Avenue, Chingford, London E4 6RG

Tel: 020 8529 5543/020 8559 4148

Out of Hours number: 111

Website: [www.oldchurchsurgery.org.uk](http://www.oldchurchsurgery.org.uk)

**NEW WEBSITE AND ELECTRONIC OPTIONS** – our new website has just gone live. There are many facilities available. You can now request your repeat prescriptions, view your medical records, book and change appointments online. To access these services, you will need to attend the practice in person with photographic ID. You will be given log in details so you can access these electronics options via Patient Access 24 hours a day, 365 days a year. You will no longer have to wait for the Practice to open as you will be able to use the service at any time. A member of our reception team will be happy to provide more details.

Security – The Patient Access services have been developed and tested using standards set out by a government body called NHS Connecting for Health. All personal information used by Patient Access is secure and protected and it is only available to staff at your Practice who have the appropriate security controls.

Please take a few minutes to explore our **new website**. There are many new facilities available. For example, our travel health pages give direct links to the Fit for Travel websites where you can easily check up-to-date travel advice if you are travelling outside of the UK. You will also be able to search for local services; opticians, dentists etc and new patients will also be able to register with the Practice via the on-line service. You can access the website via the following link:

[www.oldchurchsurgery.org.uk](http://www.oldchurchsurgery.org.uk)

**TEXT MESSAGING SERVICE** – A free text messaging service for appointment reminders is available to all patients. To sign up for this service, please ensure the mobile number we hold on file for you is up-to-date and tell us you'd like to consent to receiving messages. If you would rather not take advantage to this service, please let a member of our reception team know.

### **ARE YOU A CARER?**

**Waltham Forest Carers Associate (WFCA)** is a local organisation that can provide a wide range of services to unpaid carers in Waltham Forest, including:

Help with Social Services

Massage and Yoga

A carers' newsletter

Support Groups

Trips and Activities

A listening ear

To find out what kind of support is available, you can contact WFCA by telephone on 0208 556 0857 or a self-referral form is available from the Practice.

Did you know, as a carer, you are entitled to an annual health check and free influenza vaccine? The Practice has produced a Carers Pack which includes some general information that may be useful in addition to a list of useful contacts. Please ask at Reception for a pack.

You may also like to access a useful publication – Carers' rights guide which is available from Carers UK – <http://www.carersuk.org/help-and-advice/get-resources/carers-rights-guide>

This publication is available free of charge