



Email, Text Messaging & Online Patient Services



We are delighted to introduce an Email, Text Messaging and Online Patient Service from September 2018.

- This service will allow the following: to receive appointment confirmations; and to cancel the appointment via text message.
- Patients can also receive invitations to clinics by text message or email along with messages and questionnaires from the Practice.
- You can also order your **repeat** prescriptions online as well as cancel appointments that have been booked online.

You will require to register for this service (*registration forms are available at Reception*).

Once registered you will receive information that will enable you to create your Online Patient Services username and password.

Please note if you wish to register other family members for any of these services, a separate registration form is required for each person.

You can also opt out of these services at anytime by contacting the Practice in person or by telephone.

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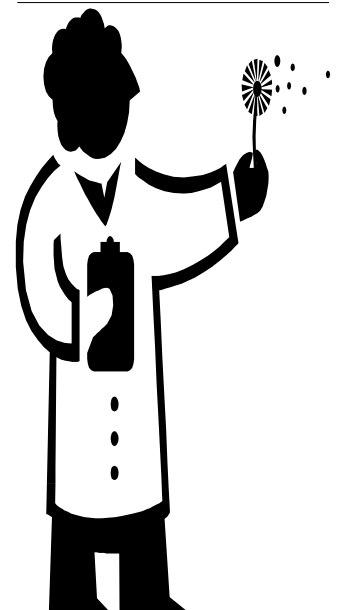
Practice Training Days



The Practice will be closed on the following training-days to allow all Practice Staff to keep up-to-date with treatments, medications and effective administration systems. We will be closed from **12:30pm** on the following Wednesdays:

- 22.08.18
- 12.09.18
- 24.10.18
- 21.11.18

If you require emergency treatment, please contact NHS24 on **111**.





The Princess Royal Trust
for Carers



Are you a Carer?

We are interested in identifying carers, especially those people who may be caring without help or support. We know that carers are often “hidden”, looking after a family member or helping a friend or neighbour with day-to-day tasks and may not see themselves as a carer.

Caring for someone is an important and valuable role in the community; is often a 24-hour job that can be very demanding and isolating for the carer. Carers should receive appropriate support by way of access to accurate information on a range of topics such as entitlement to benefits and respite care and not least, a listening ear when things get too much.

As a carer, you are also entitled to have your needs assessed by Adult Care Services. A carer's assessment is a chance to talk about your needs as a carer and the possible ways help could be given. It also looks at the needs of the person you care for. There is no charge for an assessment.

Carer Registration Forms are available at Reception.

Same Day Prescription Requests

Please allow sufficient time for the Practice Team to process your prescription request.

By law **all** prescriptions must be reviewed and signed by a doctor, to ensure that medication is accurately and appropriately prescribed. We

cannot, therefore guarantee that your request will be processed the same working day.

Please make every effort to request your prescription(s) at least 48 hours before they are required.

Our administration team, and our website www.hawkhillmedicalcentre.co.uk can provide details about the way in which prescriptions can be requested.

Listening Service

“People have problems which can overwhelm them and cause distress of varying degrees and many have no-one to talk to as they have a limited support circle or they can't share e.g. family worries with family members” (NHS Tayside GP).

Do You Need to Talk is a service that promotes wellbeing by offering an active listening service. The service helps people explore their deepest hurts and draw strength from their own inner resources and those of the communities of support around them.

The service is short term, early intervention model of person-centred, assets based listening with the aim of promoting personal and communal wellbeing.

“I came away with a feeling of optimism. I have since taken positive steps to make some changes in my life, which have improved my mental and emotional wellbeing (NHS Tayside patient).

Please discuss this with your GP if this service may be of benefit to you.



LISTENING

