

LOVEMEAD GROUP PRACTICE AUTUMN 2011 NEWSLETTER

- Patient Participation Group
- Facebook/Twitter
- 2011 Flu Campaign
- Cold & Flu advice
- SystemOne Online
- SMS Text Reminders

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We want your ideas and opinions

Are you interested in supporting the practice in delivering / developing patient services?

We are looking for patients from all age groups, social and cultural backgrounds to help us.

To achieve this we would be looking to create an email group whereby we can contact members without the need for people to attend meetings at the practice.

If you are interested in being involved, please pick up a leaflet at the reception desk.

Flu Campaign 2011

It's that time of year again when we will be calling all at-risk patients for their annual vaccination. Our popular Saturday clinics will once again be available.

Coughs and Sneezes Spread Diseases

There is no cure for colds or flu. Following a few simple steps will make you feel better and get well faster.

- **Rest, don't exercise**
- **Drink plenty of water**
- **Take Paracetamol, Ibuprofen or soluble Aspirin**
- **Stop smoking!**

We now have a page on both Facebook and Twitter. Regular updates and information will be provided on these sites.

Find us under "Roundstone Surgery Patient Group" on Facebook and "Lovemead" on Twitter.

These pages are designed to communicate with our patients and request feedback. They are not intended for and do not give medical advice. Any articles or posts by members are intended for general information purposes only.

twitter



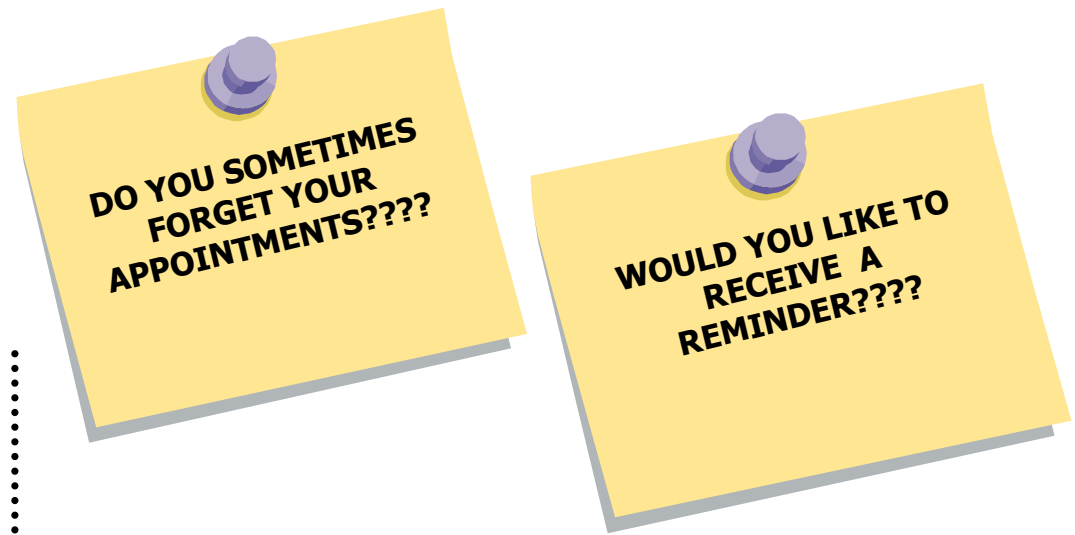
facebook



SystemOne Online

Lovemead Group Practice is launching the online SystemOne service to our patients. This allows patients to request repeat prescriptions online 24 hours a day, seven days a week. We are also looking at offering some appointments online (including flu vaccination appointments), as well as the option to cancel appointments. We have been delighted with the level of response from our patients and hope you will find the new system easier to use and more efficient. We welcome any feedback.

You will need a user name and password to access this service. Sign up by clicking on the link on our website: www.roundstonesurgery.co.uk.



How does it work?

This is a FREE service which started in April 2011. It is hoped that this will help to reduce the number of missed appointments and therefore improve appointment availability for patients.

To receive free 'text' reminders talk to any of our reception staff who will gladly register you for this service. All we need from you is a valid mobile phone number to send the text reminders to which we can add to your record immediately. Alternatively you can submit a request online via our website: www.roundstonesurgery.co.uk

