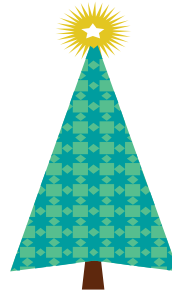
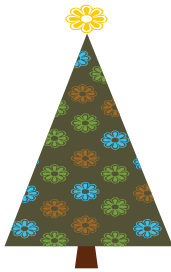


**DRS SHORTEN RUDDELL CAMPBELL SANDS WARKE & HAMILTON
Lisburn Health Centre**

**Christmas Newsletter
December 2011**



CHRISTMAS AND NEW YEAR HOLIDAYS

The Practice will be closed over the Christmas and New Year period as follows:

- Monday 26 December 2011
- Tuesday 27 December 2011
- Monday 2 January 2012

Please ensure that you request your repeat prescriptions well in advance, particularly if a pharmacy is collecting for you.

During the days that we are closed, you should contact the local Out of Hours organisation, LaganDoc (028 9260 2204) if you have an urgent medical problem.

We would like to take this opportunity to wish all our patients a happy Christmas and a healthy and peaceful New Year.

REPEAT PRESCRIPTIONS

We would like to remind patients that when ordering repeat prescriptions:

- Please note the exact name of the medication and its strength and amount required
- Please phone after 9.00 am
- Prescriptions ordered in the morning will be ready the following working day

If a pharmacy is collecting your prescription, please wait 48 hours.

There are now a number of ways of requesting a repeat prescription:

- By telephone request to Reception on 028 9260 3090
- By telephone request to our 24 hour Repeat Prescription Line on 028 9260 4341
- Using our website www.drshortenandpartners.co.uk
- by requesting in person at Reception
- by posting your request to the surgery, enclosing a stamped, addressed envelope
- by faxing your request to the surgery on 028 9250 1310

PRACTICE WEBSITE

Check out our Practice website at www.drshortenandpartners.co.uk You can order repeat prescriptions online, change your contact details and much more.

You can also book your appointments online using the website 24 hours a day 7 days a week. To register for this service, please ask at Reception for details.

A new Practice leaflet will be available for collection in January 2012.

TEXT MESSAGING SERVICE

We are currently testing a new computer system that allows us to send you text messages and reminders about appointments. If you are interested, please ask at Reception or visit our Practice website for a registration form.

No marketing information will be sent and your details are kept confidential.

CHANGE OF CONTACT DETAILS

Don't forget to let us know if you move house or change your telephone number. This is particularly important if your number is ex-directory or a mobile.

You can also use the online form on our website to notify us of a change of address.

HEALTHIER LIFESTYLE - New Year Resolutions?

Stop smoking....

Our Practice Nurse can help you quit with advice and nicotine replacement therapies.

... or take control of your weight?

She can also assist people trying to lose weight with advice, support and regular monitoring. It's also an opportunity to check your blood pressure and cholesterol.

For further information, please phone Reception to book an appointment.

FLU VACCINATIONS

If you 65 or over, pregnant or received an invitation for a **seasonal flu vaccine** but have not yet been vaccinated, please contact the surgery as soon as possible to book an appointment.

CARERS REGISTER

If you are the carer of a friend or relative and would like to be added to our Carers Register, please complete one of our carer forms available in the waiting room or from Reception.

TREATMENT ROOM/BLOOD ROOM

Opening times for the Blood Room on Level 1 are:

Monday, Tuesday Thursday, Friday
9.00am – 12.30pm 3.00pm – 5.30pm
Wednesday, 9.00am – 12.45am

For all treatments or procedures you will need to book an appointment with Treatment Room on Level 3. Phone-in times to book an appointment are:

Monday, Tuesday, Thursday, Friday
12.30pm – 12.45pm 5.30pm – 5.45pm
Wednesday 11.45am – 12.00 noon

Please note that for ear syringing, you need to make an appointment with your doctor first.

Waiting times for Treatment/Blood Rooms can vary due to staff shortages. This is beyond the control of the Practice and your patience is appreciated.

For test results, you should contact the Practice during normal working hours. Please note that doctors are not available to discuss these on a Wednesday afternoon when the surgery is closed.

CHILDHOOD VACCINATIONS

Changes have been introduced to the timings of vaccinations for children from birth to 5 years.

As a result of these changes, the 8 week assessment and vaccinations will be done in the surgery by the doctor with no Health Visitor involvement. The Hib/MenC and MMR/PCV vaccinations will be given just after the 1st birthday by the Health Visitor (previously given at 15 months). The pre-school (Dip/Tet/Polio/MMR) is now recommended from 3 years and 4 months.

Other than the 8 week assessment with the doctor, all other appointments are limited to 10 minutes and for vaccinations only.

STAFF NEWS

Dr Hamilton will be on maternity leave from 1st January to early July 2012. Dr Emma Wray will be covering her surgeries until her return.