

# UNDERWOOD SURGERY

NEWSLETTER 09/12

## New Computer System

In November we will be upgrading to a new computer system called System One. Please be patient with our receptionists and clinical staff if we take longer to process appointments, prescriptions and complete consultations during this time . The new system is an improved product and you should see benefits within weeks of it being implemented.

### ONLINE USE

You will find this better than the old system. You will however need a new password to use this function.

It lets patients login to book, cancel or change appointments 24 hours a day. It allows patients , to order their repeat prescriptions and update their personal details.

### MOBILE PHONE TEXT MESSAGES

It automatically sends free text messages through NHS mail directly from the appointments screen.

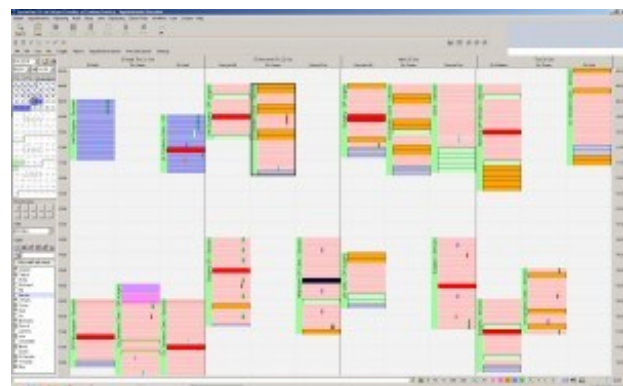
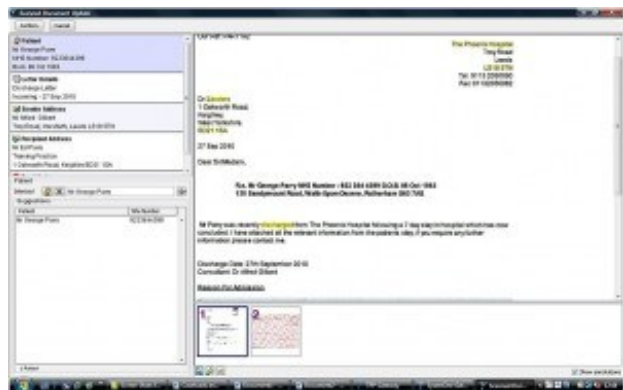
It can send messages either in bulk or to

individual patients with targeted messaging. These messages can be used for appointment reminders, or test results.

### BETTER GENERAL SOFTWARE

We can be more flexible with appointments. The receptionist can see outstanding general patient alerts every time you book an appointment to allow her to guide you to the correct clinic.

The clinical software is better for your GP. In future it will be clearer when a medical review is due.



## DR MIKE SKENE

Mike has joined the Practice as a partner. Many of you will know him as he started at the Practice some three years ago as a GP Registrar. He comes from a medical family as his father was also a GP.

He will practice as a three-quarter doctor on Mondays, Tuesdays, Thursdays and Friday mornings.

CONGRATULATIONS  
TO  
DOCTOR  
MURPHY  
WHO IS GETTING  
MARRIED  
IN SEPTEMBER.  
SHE WILL BE ON  
HONEYMOON FOR A  
FEW WEEKS

## Flu Vaccinations

**Influenza, more commonly known as flu, is a highly infectious illness caused by the flu virus.**

Flu outbreaks often occur during the winter each year, which is why the illness is sometimes referred to as seasonal flu. The virus spreads rapidly through small, contaminated droplets that are coughed or sneezed into the air by an infected person. Unlike a cold, the symptoms of flu come on very quickly and include a fever and aching joints and muscles. Although flu can be unpleasant, if you are otherwise healthy, the illness will usually clear up on its own and you will recover within a week.

However, the effects of flu can be more severe in certain groups, such as older people, pregnant women and people with an underlying health condition (particularly chronic heart or respiratory disease), or those with weakened immune systems. Therefore, to protect against the potentially harmful effects of flu, it is recommended that these at-risk groups are vaccinated each year with the flu vaccine.

The 2012/13 vaccine protects against three types of flu virus. This year's flu jab protects against:

- **H1N1** – the strain of flu that caused the swine flu pandemic in 2009
- **H3N2** – a strain of flu that can infect birds and mammals and was active in 2011
- **B/Wisconsin/1-** a strain of flu that was active in 2010.

<http://www.nhs.uk/conditions/Flu-jab/Pages/Introduction.aspx>

**If you haven't received a flu vaccine letter by the beginning of October and you think you are in a risk group then please phone the surgery to check that you have not been missed.**

Doctor Robin Hollands