



## November/December '19

Hello & welcome to the November/December edition of our Practice Newsletter.

The purpose of this newsletter is to provide patients with any news, information or forthcoming events. If you have any suggestions as to what you would like to see in your newsletter please inform a member of staff.

### Included in this update

- New Practice Website
- eReception
- Flu Vaccinations for children
- Macmillan Coffee Morning – 27 Sept '19
- Elf Day – Alzheimer's Society
- Change in Facebook Name
- Christmas & New Year Opening Hours

### New Practice Website

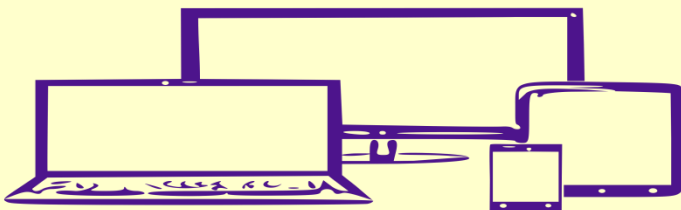
Exciting news – we now have a new, modern practice website which can be accessed at the following web address;

<https://www.moorfield-newcross.nhs.uk/>

You can find a whole host of useful information including;

- Information on opening hours
- Staff based at the practices
- How to book an appointment and order prescriptions
- The link to SystmOnline to book appointments and order medication
- The link to eReception (further information available below)

And much much more!



### eReception – Digital Access for all our patients

“The Practice’s new web-based tool, enabling you to tell us what you need, when you need it”

eReception is now live for all patients registered at Moorfield House & New Cross Surgery.

Let us know about a medical need, request a nurse appointment, request a prescription or your test results – whatever the reason via desktop, mobile or tablet.

This service is available 24hours a day, 7days a week. No need to wait on the phone to speak to reception – go online to eReception for you all your needs.

How to access and use eReception;

- ❖ Visit our new and improved practice website at <https://www.moorfield-newcross.nhs.uk/> and click on the eReception link on the homepage
- ❖ Read the introduction and fill in your details – select the best option for your query
- ❖ Complete as much detail as you can where asked – this is to help the practice get the best person to deal with your problem or query
- ❖ Once you have completed the details click on submit and your enquiry will be sent to the practice

**Please Note: this service is for routine & non urgent enquiries only. If your matter is urgent please call 111 or 999. We can only reply to your enquiries between 8am and 5pm Monday-Friday. Outside these hours we will respond the next working day. Weekend submissions will be dealt with on Monday mornings. Please ensure you enter the correct contact information as we will use this to reply to you.**

# Flu Vaccinations for children aged 2&3

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NEW CROSS

Flu vaccinations for 2&3 year old children will be available from mid-November. Clinics now available to book into – please call to book your appointment

If you need urgent care out of hours please call 111  
 Call 999 for immediate, life-threatening emergencies  
 NHS Choices visit: <https://www.nhs.uk/> for further information on services locally for urgent care, pharmacies, Minor Injuries Units and A&E

## Macmillan Coffee Morning – Friday 27 September 2019

New Cross Surgery participated in the Macmillan Coffee Morning on Friday 27 September.

We managed to raise a fantastic **£167.23p** and would like to say a massive “thank you” to all patients who baked and donated to this brilliant cause.



## Elf Day – Alzheimer’s Society

Friday 6<sup>th</sup> December 2019 is Elf Day at **New Cross Surgery**

If any patients have any prizes they would like to donate for the tombola these would be much appreciated and accepted. Please leave them at Reception.

Do come and visit us on the 6<sup>th</sup> December 2019 to help us raise money for this worthy cause. Thank you

## Change in Facebook Name ....



Followers of the New Cross Surgery Facebook page may have recently noticed a change in the name of the page.



The page name has changed to **“Moorfield House & New Cross Surgery”**. You can access the page directly by still searching for @newcrosssurgery

Please find our page and follow/like us as we regularly share practice information, news on recent health campaigns and advice relevant to the season.

## Christmas & New Year Opening Hours

Moorfield House Surgery		New Cross Surgery	
Mon 23 <sup>rd</sup> Dec	07:30 – 18:00	Monday 23 <sup>rd</sup> December	08:00 – 18:00
Tues 24 <sup>th</sup> Dec (Xmas Eve)	07:30 – 18:00	Tuesday 24 <sup>th</sup> December	07:30 – 18:00
Weds 25 <sup>th</sup> Dec (Xmas Day)	CLOSED	Weds 25 <sup>th</sup> Dec (Xmas Day)	CLOSED
Thurs 26 <sup>th</sup> Dec (Boxing Day)	CLOSED	Thurs 26 <sup>th</sup> Dec (Boxing Day)	CLOSED
Fri 27 <sup>th</sup> Dec	07:30 – 18:00	Fri 27 <sup>th</sup> Dec	08:00 – 18:00
Mon 30 <sup>th</sup> Dec	07:30 – 18:00	Mon 30 <sup>th</sup> Dec	08:00 – 18:00
Tues 31 <sup>st</sup> Dec (New Year’s Eve)	07:30 – 18:00	Tues 31 <sup>st</sup> Dec (New Year’s Eve)	07:30 – 18:00
Weds 1 <sup>st</sup> Jan ’20 (New Year’s Day)	CLOSED	Weds 1 <sup>st</sup> Jan ’20 (New Year’s Day)	CLOSED
Thurs 2 <sup>nd</sup> Jan	07:30 – 18:00	Thurs 2 <sup>nd</sup> Jan	07:30 – 18:00
Fri 3 <sup>rd</sup> Jan	07:30 – 18:00	Fri 3 <sup>rd</sup> Jan	08:00 – 18:00



*All the staff at Moorfield House & New Cross Surgery would like to wish our patients a very Merry Christmas and a Happy New Year!*

