



Patient Newsletter - October 2017



Flu Season

As you will know, Flu Season is now in full swing. We still have flu clinics left on Saturday 7th October and Thursday 12th October.

If you are aged over 65, or have a condition which makes you eligible for a flu vaccination, and you still haven't had your flu vaccination, please book into one of these clinics, or ask your clinician at your next appointment.

If you do not want to have a flu vaccination, please inform reception so that we can update your records, thank you.

Did You Know - When you have your flu vaccination at your GP surgery, they receive a payment for this vaccination. If you have your flu vaccination done elsewhere, the surgery doesn't receive a payment and loses out on much needed funds.

Surgery Closures

The surgery will be closed on the following dates:

- Monday 25th December
- Tuesday 26th December
- Monday 1st January



The surgery will also be closed on the following **afternoons** for training purposes:

- Thursday 12th October
- Thursday 9th November
- Thursday 11th January



When calling the surgery after 12pm on any of the above dates, you will be put through directly to the Out of Hours Service. Please be sure to allow plenty of notice for ordering repeat prescriptions.

Please note that Day Lewis pharmacy will remain open on the Thursday afternoons when the practice is closed.

Wasted Appointments in September

Last month, the number of GP & Nurse appointments where the patient did not attend was:

72

This was equal to:

14 hours and 55 minutes



If you are not able to attend your appointment for any reason, please do let us know, so that your appointment time can be used by somebody else.

If you provide us with an up-to-date mobile number, we can send you appointment reminders by text; you can cancel your appointments by text as well. You can also cancel your appointments using your SystemOnline account.

Accessible Information

The Accessible Information Standard is a new 'information standard' for implementation by all organisations that provide NHS or adult social care. It aims to ensure that people who have a disability or sensory loss receive information that they can access and understand, for example in large print, or via email, and professional communication support if they need it, for example from a British Sign Language interpreter.



Individuals most likely to be affected by the Standard include people who are blind or d/Deaf, who have some hearing or visual loss, people who are deafblind, and people with a learning disability. However, this list is not exhaustive.



If you have information or communication needs relating to a disability, impairment or sensory loss, or if you are a parent or carer for someone who has such information or communication needs, please ask reception for a Communication Needs form and we will ensure that your needs are recorded.

Car Parking

As you may have experienced yourself, car parking at Crossley Street can be challenging. We only have a limited number of parking spaces, and this problem is often compounded by those taking up spaces when they are not visiting the surgery.

We appreciate that it can be frustrating when there are no free spaces, but please can we ask that you do not park on the yellow hatches, or on the double yellow lines along the side of the surgery. This can make it difficult for emergency services to access the surgery, and also puts your car at risk of being damaged.

The large car park across the road from the surgery offers free parking for up to 2 hours. So, if our car park is full, please consider using this, thank you.



Care Navigators

Our reception staff have now undergone training on active signposting; this will enable them to guide you in the right direction when it comes to your care.

When you call up for an appointment, reception staff may ask you for some further information, in order to ascertain what kind of appointment you may need. They're not simply being nosey!

All our reception staff have been trained on information governance, and any information you share with them will be kept confidential. By asking you a few questions about your health needs, our reception staff can ensure that you receive the help that you need, in the manner that is most appropriate.



Going on Holiday?



If you are going abroad, and you need any travel vaccinations, please visit www.fitfortravel.nhs.uk - they can tell you what vaccinations you may need.

You will need to book an appointment with a nurse for your immunisations. Please remember to book a telephone appointment in advance of your travel date to ensure that you receive the correct advice and treatment that might be required.

Travel is a non-NHS service and, unfortunately, due to the current demand on our nursing appointments, we are not always able to give a comprehensive travel service within the time frame you require. If you are unable to book a suitable travel appointment with us, please visit our website for a list of other local travel clinics.

Please note there is currently a national shortage of Hepatitis B. Therefore, as it is in short supply, we cannot presently offer this for travel purposes.

Ordering Prescriptions Online

If you wish to, you can use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly, and cancel your appointments. Please speak to a member of reception for more information. You will need to present a form of photo ID when you sign up.



Did you sign up for SystmOnline in the past? If you haven't used it for a while, or you have forgotten your password, speak to reception, and we can arrange to have your password reset.

Do we have your current mobile number?

If we have your mobile number, we can send you appointment reminders by text message. This facility also allows you to cancel appointments by text, saving you time, and freeing up appointments for others.

Doctors can now send you your test results via text message as well, so please make sure that we have your current mobile number next time you're in the surgery.

