



Flu Season



As you will know, Flu Season is now in full swing. While we normally publicise the dates of our flu clinics, we are having to do things a bit differently this year, as there are now 3 different types of flu vaccination: one for adults, one for children, and one for those aged 65 and over.

Due to national vaccine delivery constraints, local pharmacies and General Practice are having supplies of these three vaccines phased between September and November.

This means that we have had to schedule our clinics around deliveries of the vaccine and, therefore, we ask that you please wait until you receive your invitation letter to book your flu vaccination. Your letter will specify which clinic dates are available to you, based on which vaccination you will be given.

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 funds which help provide additional services throughout the year.

Queuing at Reception

Just like most GP surgeries, the queues in our reception can sometimes be quite long. Please be aware that you can queue at either side of reception and our reception staff will be happy to assist you.

There are times, however, when you may be queuing unnecessarily. Below are some things you don't need to speak to reception for:

- ⇒ Checking in for an appointment - you can do this yourself using our self check-in screen
- ⇒ Dropping off a prescription - there is a prescription box in our foyer where you can drop off your prescription requests
- ⇒ Collecting your prescription if you're signed up with a chemist - if you have signed up with a chemist to collect your prescription, then we won't have it; they will (even if you are signed up with the chemist located inside the surgery)



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 you to keep in mind the following:

Please **DO NOT**:

- use the car park to drop your child off at school - if you are not visiting the surgery, please park elsewhere
- park on the yellow hatches in the middle of the car park - this puts your car at risk of being damaged
- park on the double yellow lines along the side of the surgery - this can make it difficult for emergency services to access the surgery and makes it hard for patients to enter and exit the car park
- park in the staff section of the car park - this can result in cars being blocked in and identifying the owner of the car can be difficult

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.

Surgery Closures

The surgery will be closed on the following dates:

- Tuesday 25th December
- Wednesday 26th December
- Tuesday 1st January 2019



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

- Thursday 11th October
- Thursday 22nd November
- Thursday 24th January 2019

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:

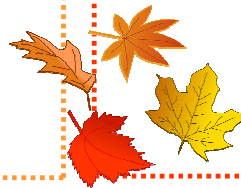
95

This was equal to:

26 hours and 38 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.



Going on Holiday?

If you are going abroad and you need any travel vaccinations, please go online to find out what vaccinations you may need. You can do this at www.masta-travel-health.com or www.fitfortravel.nhs.uk

There is a change in how we run our Travel Clinics. As we have not been offering Hep B and Yellow Fever vaccinations for some time, we will now only be offering vaccines that are covered by the NHS. Any other vaccines will need to be done at a travel clinic. You will have to pay for a consultation at MASTA but if you have vaccines done, you will get this money back.

You can still make a telephone appointment with the nurse; she can advise which vaccinations you should have and whether or not you can have them done at the surgery or if you will need to make an appointment at a travel clinic.

For more information on our travel services, please visit our website, at www.crossleystreetsurgery.co.uk/travel



Patient Participation Group



Crossley Street Patient Participation Group (PPG) is a partnership between patients of Crossley Street Surgery and the doctors, medical workers and administrative staff who look after our wellbeing.

The aim of this group is to encourage a positive working relationship between patients and surgery staff. They act as a link between the practice and our patients to ensure best use of facilities, and the organisation of policies which reflects our patients' views.

The PPG have regular meetings held at the surgery. Would you like to attend the next PPG meeting? It will be held at Crossley Street Surgery on Thursday 25th October at 4pm. There will also be a meeting on 29th November. Anyone who is interested in joining the PPG is welcome to attend. For more information, please visit our website.



Surgery POD

Did you know that you can come and check your blood pressure at the surgery without making an appointment? We have a self-service POD, where you can check your blood pressure, weight, and answer questions about your health which will automatically be added to your record.

You will find the POD downstairs just beyond the waiting room on the left hand side.

Instructions are provided, but if you need any assistance, reception staff will be happy to help.

