

## AUGUST-SEPTEMBER 2017 NEWSLETTER

### Suggestion Box

One suggestion was to have a wheelchair available for patients to use to get down the corridor. Usually wheelchair patients arrive in their own wheelchairs but we do have a wheelchair on site if you arrive at reception and can go no further – please ask if you need help. If you are very lucky, there might be air in the tyres! Use of the practice wheelchair is at your own risk.

A second suggestion was for the early morning and after 5pm appointments to be reserved for those who work. We are not allowed to discriminate. Mothers of young children also want the same thing. We would ask those who are not in work and for whom the timing of the appointment is less critical to perhaps opt for the later morning or early afternoon slots. If anyone working is finding it very difficult to get seen, please have a word with one of the reception staff and we can see what we can do to help.

### Script Requests

The stopping of third party ordering does not mean you now have to collect your scripts in person if you have signed up for EPS. Your script will still be sent electronically to your chosen pharmacy (unless it is an item which does not go EPS). Please note we only take telephoned script requests if you are housebound or would find it extremely difficult to get to the practice and have no on-line access. If you have internet access, signing up for on-line services is the simplest thing to do (for booking appointments also). We have almost 4000 patients and your understanding why we do not take telephoned requests for all would be much appreciated.

### GP Patient Survey

Many thanks to the patients who pointed out the national GP survey results to the practice. We were delighted to discover we had done so well – just have to keep it up now!

### Flu Vaccines

Contrary to the website people stating we had the flu vaccines in August, we do not. We are expecting them during the last week in September. Once in, the bunting will go up etc. This year, in addition to the usual methods, we will have 2 minute appointment slots bookable on line for adults qualifying for the flu vaccine. Please do not book these for children or if you do not qualify.

### Chronic Disease Management

Pretty please, help the practice out by booking your annual review after receiving your first contact requesting this. This would greatly help our overworked staff trying to chase people into appointments (they are not as fit as they used to be) and would allow a more even spread of workload over the year for Carmel – rather than the mad dash in the last three months to end of March. It would also help keep practice costs down. If you do not want to be reviewed, please tell us at the first contact so we do not bother you again (we are duty bound to invite you three times per 12 months).

### Locums

We are very fortunate to have some excellent locum doctors to cover annual leave. Please use them.

### Fitness to drive for the over 75s

Bless. The politicians believe we can simply incorporate this work during a 10 minute annual review appointment along with complex health need assessment, medication review, appropriate referrals for additional support etc. Ha ha. We cannot. We only undertake fitness to drive medicals at the request of the DVLA and outside normal surgery hours.