

## **SEPTEMBER/OCTOBER 2015 NEWSLETTER**

### **Flu Vaccination**

Please do not wait for your invitations letter if you are already over 65 or will be by the end of March 2016. The funding has been pulled for this. We have received our first delivery of vaccines and flu clinics are now booking and should be available pretty much daily throughout October. Please check website or front desk for updates. You cannot book flu appointments on-line.

The 'flu pack' this year does not contain any frightful T shirts – presumably another cost cutting measure. We do still get the flags which will not be modelled but pinned up in a prominent position!

If you have previously received a flu vaccine from the practice we will have ordered one again for you for this year – please bear this in mind if visiting pharmacists offering the flu vaccine or we may end up paying for lots of vaccines we cannot use.

### **Sanitary Bin in the Toilet**

Please do not use this bin for anything other than female sanitary products. If you put a number 2 nappy in it, we are unable to retrieve it and it becomes very obvious very quickly! Please take all dirty nappies home with you – we have a supply of nappy sacks if needed. Please do not hesitate to ask.

### **24/7 NHS**

A patient has recently suffered unnecessarily over a weekend under the false belief that you cannot get hold of a doctor at a weekend. Please do not believe all the media hype. Hospitals with an accident and emergency department (the nearest is Whiston) are staffed 24/7 for accidents and emergencies requiring immediate hospital care. If you need a GP out of hours, please use the surgery number as usual and you will be put through to the out-of-hours service. For minor ailments and injuries, there are various walk-in centres in the vicinity.

### **Patient Chase**

This is the new way of sending for patients for their chronic disease management reviews. The system is new; the letters look slightly different in that if you have more than one chronic disease it is all combined in the one letter. On the previous system, you had a letter for each chronic disease. We welcome feedback and are making adjustments to the letters in accordance with this feedback. Please bear with us.

We have also started to send text reminders for chronic disease management– this will only work for COPD and asthma as you cannot text a blood form! We are not trying email reminders for security reasons. There is talk of the text funding also being pulled – we will update you as we are told what is happening.

### **Types of Appointment**

We have received a complaint about same day appointments being issued before the day. This was specifically for Friday 11<sup>th</sup> September and the complaint was all the same day appointments had been taken by 8.16am and that 'this was not possible'. There are only two same day appointments available on a Friday for Dr Eithne and reception opens at 8.15am with two phone lines. Both of these were taken by 8.16am. The patient did not give contact details, but the locum on that day was still booking same day appointments at 8.20am – so the patient could still have had a same day appointment. On that day, several patients did not attend their booked appointments. This does not help the appointment pressure. There is a shortage of GPs. Please cancel appointments you are unable to keep – it would be greatly appreciated by staff and other patients.