



September 18

In the final quarter of the year we are pleased to welcome a number of new staff to the surgery. We have a new Advanced Nurse Practitioner, Suzanne who will be working with us for 1 day a week.

We have a new Practice Nurse, Damian who will also be working with us for 1 day a week. Also a regular Health Care Assistant, Kya who will be working with us 3 days a week.



Going back to summer time, Evonne who worked with us as a Practice Administrator, has taken on the role of Deputy Operations Managers and at the beginning of October, we will be saying a sad goodbye to one of our regular GP's, Dr Kidder.

Access to appointments is always of interest to patients. Also surgeries use varying appointment systems to suit the needs of their practice.

As well as pre-bookable GP/ANP/Nurse and HCA slots we also operate an 'on the day' GP appointment system. If you call the surgery requesting an appointment for the same day, of which you consider to be a medical condition that could not possibly wait any longer or urgent, the reception team will ask for a brief description of your condition. This is in order for them to signpost and direct you to the best possible service to meet your needs. Although the reception team aren't medically trained, it is important this information is taken.

It is important that we have your most up to date contact details. If you have recently changed your contact number and think you may not have informed us, please speak to a member of the reception team on your next visit.

We also look forward to introducing our new look website in October.

### FLU SEASON

**The Flu vaccination is available every year on the NHS to help protect adults and children at risk of flu and it's complications.** We have a number of clinics available: Saturday 29<sup>th</sup> September 8.15am – 12pm, Monday 29<sup>th</sup> October 10am – 3pm and Saturday 10<sup>th</sup> November 8.15am – 11am. Please call the surgery to arrange your appointment.

### CHILDRENS FLU

**The children's flu vaccine is offered as a yearly nasal spray to young children to protect against flu.** For further information contact the surgery.



### SHINGLES VACCINE

**Patients are eligible for the shingles vaccine when they reach the age of 70 71 72 73 78 79 on the first day of September 2016.**



**A shingles vaccine is not available on the NHS to anyone aged 80 and over because it seems less effective in this age group**

## **PRESCRIPTION REQUESTS**

*Please give us 2 working days for repeat prescriptions.*

*Acute requests may take longer.*

*You can request your medication:*

*Online*

*At the surgery*

*By post*

*Pharmacy*

*Medicine Order Line: 0115 8550260 Mon-Fri 9.30-2.30pm*

**The Surgery does not take requests over the telephone**



**Receptionists follow guidelines and may ask questions**

**to ensure that as many of you as possible requiring**

**an urgent appointment have access to a**

**Health Care Practitioner on that day.**

***It is concerned primarily with patient safety.***



## **NON -NHS WORK**

*Sometimes requests for letters, signatures, insurance reports and medicals are received. Please be advised that the GP has to do this work outside of normal NHS work so can take up to 6 weeks to complete. There is also a fee for non NHS work. Please ask at reception who will be able to advise you of the charge.*

## **Appointments**

**10 minutes = 1 appointment to discuss 1 problem with the doctor**

**If you have more than one problem to discuss please book double appointment.**

**Please remember to cancel your appointment if you are unable to attend as this can be used for someone else.**