

# Summer Newsletter

## Flu vaccination programme 2023 to 2024

The Flu vaccination is safe and effective. It is offered every year through the NHS to help protect people at risk of getting seriously ill from flu.

Flu vaccination is important because, while flu is unpleasant for most people, it can be dangerous and even life threatening for some people, particularly those with certain health conditions.

The best time to have your flu vaccine is in the autumn or early winter before flu starts spreading.

### The flu vaccine is given free on the NHS to adults who:

- are 65 and over (including those who will be 65 by 31 March 2024)
- have certain health conditions
- are pregnant
- are in long-stay residential care
- Main carer, or the informal carer for an older or disabled person who may be at risk if you get sick
- live with someone who is more likely to get a severe infection due to a weakened immune system, such as someone living with HIV, someone who has had a transplant, or is having certain treatments for cancer, lupus or rheumatoid arthritis

**REMEMBER TO BOOK YOUR FLU VACCINE APPOINTMENT.**

## GP National Survey and Practice Survey

The National GP survey went out to patients from January 2023 to March 2023 and results were received on 13th July 2023. It showed what we did well and what areas the practice required improvements in (please see GP National survey for our Practice online) One of the actions we did was to conduct a practice survey. From which we received 126 surveys. This was FANTASTIC. Both GP Survey and Practice Surgery results have been discussed with our practice staff, clinical staff and PPG members. By discussing this as a team we have been received feedback with actions which we will do. One of the feedback we received was patients/carers were not aware of extended / enhanced access please see page 2.

*Thank you for participating in the practice survey your feedback was helpful in allowing us to identify where we can improve as a GP Surgery*

## Organ donation information

Organ donation is when you decide to give an organ to save or transform the life of someone else. It is your choice if you want to be an organ or tissue donor when you die, or not. You can make this choice at any time in your life and have the choice to change your decision whenever you feel like doing so,

**Visit the [About organ donation - NHS Organ Donation Website](#) for further information.**

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## Surgery opening hours

Monday to Friday :

- 08:00 to 18:00
- Please ring between 2pm to 4pm for test results
- To order prescriptions call between 12pm to 2pm on Mon Tues Thurs and Fri and on Wednesday call between 3:30 pm to 5:30pm

## Useful Numbers

- Health Visitor: 07525 872393
- Stop Smoking Service: 01274 437700
- FiveQube LTD (previously Lloyds pharmacy) 01274 729170
- Midwife Self Referral :
- LOCALA Sexual Health Clinic: 030 3330 9500
- Midwife Self referral Number: 01274 783137

## Patient Participation Group

Our patient participation group or PPG is a small group of patients who are registered with our practice who represent the patient voice of the practice. PPGs are led by GP practices to engage with our patients to improve our services and to gain input on key decisions regarding the practice.

Patient involvement in health is currently a high priority in the NHS. If you are interested in taking part in a PPG, ask at Reception and ask to speak to our Patient Engagement Lead Carolyn.

***WE ARE ALWAYS LOOKING FOR NEW MEMBERS TO PROVIDE A NEW OUTLOOK AND FEEDBACK ON OUR SERVICE, PLEASE DO NOT HESITATE TO SPEAK TO A MEMBER OF OUR TEAM.***

## Enhanced Access Service

The Enhanced Access and Extended Access programme enables patients convenient access to healthcare services outside of core GP hours. Services can also be delivered to patients remotely, making access even easier compared to before.

Services such as GP appointments, Blood tests, Smear tests, Nurse clinics (e.g. diabetic reviews, foot checks, asthma reviews etc)

***If you would like an appointment outside of what we can offer or on a Saturday or Sunday ask a reception staff and we will book you in to the available clinics.***

## MISSED APPOINTMENTS

Do you find it frustrating when you can't get an appointment? Between the 01st July 2023 to the 17th August 2023 we had a total of 231 missed appointments with our clinicians. Please see table below. **Please let us know as soon as possible if you are not able to keep your appointment.** As we can offer this appointment to another patient.

Staff	Clinicians Role	Appointment Count	Time Wasted in minutes
Dr Ashfaq Ahmed	Doctor	4	40 minutes
Dr Sayyed Shah	Doctor	4	40 minutes
Miss Halimah Azam	Social Prescriber	3	45 minutes
Miss Noshi Iqbal	Advanced Clinical Practitioner	15	2 hours 30 minutes
Mr David Kelly	Dietitian	2	1 hour
Mr Kareem Mohamed	Pharmacist	4	1 hour
Mr Raman Sharma	Advance Clinical Practitioner	6	55 minutes
Mrs Claire Lord	Health Care Assistant	20	4 hours 35 minutes
Mrs Fenhaz Akhtar	Health Care Assistant	78	18 hours and 21 minutes
Mrs Nagina Kauser	Practice Nurse	39	9 hours and 58 minutes
Mrs Nicola Gatenby	Health Care Assistant	23	5 hours and 45 minutes
Shama Nisar	Advance Nurse Practitioner	33	5 hours and 21 minutes

## PATCHS

Our practice is currently using the PATCHS online service. This is an online consultation system. It allows you to quickly and easily access GP services online. All you have to do is answer a few simple questions and PATCHS will get you the help you need quickly.

**We request that ALL SICKNOTE/FIT NOTE requests are made on the PATCHS Service.**

You can also use this system to send pictures, make medication requests and admin requests/queries.

**If you would like access to PATCHES visit our Website or ask a member of the team to send you a link to your mobile phone. PLEASE DO NOT HESITATE TO SPEAK TO A MEMBER OF OUR TEAM IF YOU NEED ANY HELP.**

We would like to hear your views and what information you think should be in the next newsletter. Please speak to a member of our reception team if you would like to leave any feedback.

Thank you