

# The New Springwells Practice

July 2018



## Newsletter

### **PRACTICE STAFFING UPDATE**

Senior practice nurse Jo Christen has left the practice to join another local practice. The practice team wish her every success in her new role.

The practice welcomes Jo Hedley who has joined the practice in the role of senior practice nurse. Jo has a wealth of experience in nursing and has particular expertise in diabetes management.

Dispenser Linda Hardingham has retired following many years working with the practice. We all wish her a happy and relaxing retirement.

Health care support worker Mandy Moss is moving into the role of dispenser from the 1st July 2018.

Debbie Kennedy has joined the practice as a full-time health care support worker. Debbie has vast experience as a medical professional with 27 years significant medical and immediate care working within the forces, medical practice, hospital, children's services and office environments.

The practice will welcome back Dr Ahsan Shah, GP registrar who will return to the practice on the 1st August 2018 to complete his 3rd and final year of GP training. Dr Ahsan Shah will be available for appointment booking from the 6th August following a period of induction and mandatory training.

**URGENT CARE CLINICS** are available on a daily basis for urgent acute medical conditions. These clinics are run by Nurse Practitioners who are trained to take a medical history, access and organise investigations, diagnose and prescribe appropriate medication. The Nurse Practitioners have support from a GP if required.

**PATIENT ONLINE ACCESS** Patient Access is a secure internet system that allows patients to perform tasks online such as booking appointments and medication requests. Patients will also be able to view a summary of their medical records to include; coded information on medication, allergies, illnesses, immunisations and test results. To do this you will need to sign up to our ONLINE ACCESS facility, to start this process: bring photographic ID (passport or driving licence) and proof of address (such as a utility bill) to your GP Practice and advise them that you would like to start using their on-line services. You will be asked to complete an application form. Once this has been processed you will be issued with a unique username, password and instructions on how to log in.

**DO WE HAVE YOUR UP-TO-DATE CONTACT DETAILS? Address, Landline / Mobile Number, & Email?**

**Did you know the Practice can contact you via TEXT MESSAGE & EMAIL through a secure service called MJOG? You just need to contact the surgery with your mobile number/email address and we can update your medical record accordingly. The facility also can also send you appointment reminders.**

## FLU VACCINATIONS 2018/19

Seasonal flu is a highly infectious illness caused by a flu virus. The virus infects your lungs and upper airways, causing a sudden high temperature and general aches and pains. You could also lose your appetite, feel nauseous and have a dry cough. Symptoms can last for up to a week.

### YOU MAY BE INVITED FOR A FLU JAB IF YOU ARE:

- over 65 years of age
- pregnant
- a main carer for an older or disabled person
- living in a residential or nursing home

### OR HAVE:

- A serious heart or chest complaint, including asthma
- Serious kidney disease
- Diabetes
- Lowered immunity due to disease or treatment such as steroid medication or cancer treatment
- If you have ever had a stroke
- ALL healthy children who are aged 2 and 3 years of age on 31st August 2018 – this is in the form of a nasal spray
- **For the first time there are different vaccines for adults aged over 65 and those aged 18-64 deemed to be “at risk” – the aim being to increase the effectiveness of the flu vaccine.**

Flu Clinics will be bookable from August 2018. Please book into a Saturday clinic 0800-12.00 if you are in any of the above at risk groups. (*Dates of the Saturday clinics will be confirmed in August*)

All healthy children who are aged 2 to 3 years of age will be sent a letter to invite them to attend the surgery. (Dates of Birth: 01.09.2014 – 31.08.2016).

If you have any queries please contact the surgery on 01529 240234.

### External Websites

- **Flu and the Flu Vaccine – NHS Choices**
- **Children’s Flu Vaccine – NHS Choices**
- **Flu Vaccine FAQ’s – NHS Choices**
- **Which Flu Vaccine should children have? – gov.uk (PDF)**
- **The Flu Vaccination – gov.uk (PDF)**

**THE PRACTICE IS CONTINUING TO HAVE A SERIOUS PROBLEM WITH PEOPLE WHO DO NOT ATTEND THEIR APPOINTMENT AND DO NOT TELL THE SURGERY:** Sadly, there are patients who think that it is alright to do this. There are patients who ring early in the morning for a morning appointment, do not arrive and then ring later, demanding an afternoon one. There will always be circumstances where something urgent happens and cancelling an appointment is genuinely forgotten. We understand this may happen.

### WHAT CAN WE DO ABOUT THIS SITUATION?

Write your appointment where you will see it easily. If you have a relative who may forget, make a note of it yourself and remind them.

Let the surgery know if you can’t make it, and if you don’t, make a polite phone call to let them know why.

Don’t ignore text message reminders. Cancel if you no longer need your appointment.

If you forget an appointment, did you really need it? It could have gone to someone who did.

### TRAINING AFTERNOON THURSDAY SEPTEMBER

**13<sup>TH</sup> 2018:** The Practice will be closed for the staff to complete annual mandatory training, property maintenance, and staff meetings. In the event of an medical emergency you can contact the surgery via the telephone or present at the surgery and ring the door buzzer.

**COURTESY TO STAFF:** Getting angry or impatient either in the surgery or on the telephone only makes issues worse for you as a patient and for us as surgery staff. All staff are working to help patients and carers as much as they possibly can within the confines of resource’s available and pressures on services. The surgery tries to work hand in hand with our patients, if however, you feel the need to raise a complaint, issue or make a suggestion you can contact the Practice Manager to discuss and hopefully resolve or acknowledge the concern. The Practice team always endeavours to improve the service to our patients and will investigate concerns.

**THE PRACTICE HAS RECENTLY BEEN AWARDED THE CARERS AWARD AND THE DEMENTIA FRIENDS AWARD.**

Congratulations’ and well-done to the Staff who have contributed to work involved.

### NEXT PATIENT MEETING:

AGM of The New Springwells Medical Equipment Fund will be held on 20<sup>th</sup> September 2018 at 6pm at The New Springwells Practice, ALL PATIENTS WELCOME.