

## OCTOBER 2013 NEWSLETTER

### Flu Jabs

These are in and 400 patients have already been vaccinated. If you are in an at risk group or over 65 and not allergic to eggs, please contact reception about an appointment. Please do not turn up to a flu clinic if ill, and be aware any requests to turn your flu appointment into a 10 minute appointment 'whilst here' will politely be declined. The flu slots are booked at two minute intervals and we do not have the capacity to stop and deal with other things at the same time.

### Shingles Vaccine

Aged 70 or 79 on 01.09.13? If so, you are eligible for the new shingles vaccine. If outside this age range, please do not ask as we cannot vaccinate you. Certain contraindications apply (it is a live vaccine and is contraindicated in any patient taking immunosuppressants). Leaflets available for those to whom this applies. Eventually, it will be offered to all patients in their 70's. (Response to the vaccine is not good over the age of 80).

### HealthWatch

This launched on 01.10.13 and replaces LINKs. It covers both health and social care and aims to improve this service provision with your help and opinions. Individuals and organisations can become members and receive a monthly bulletin on events and changes within the service. Their contact number is 01744 457119. HealthWatch aims to help people find out about services, to empower them to make good choices, providing useful information and signposting people to organisations that might be useful. It also has an alarming array of information regarding how to complain about your GP. We are just awaiting clarification on a few numbers and then hope to add this information to the practice website. In the meantime, the number to complain about your GP is 0300 111 0007! We hope you do not need this number! Your first point of contact should be the practice manager in the event of a complaint.

### Tales of the Suggestion Box

1. Open surgery in the evening – this is not currently possible with a doctor shortage. There need to be two doctors available and, depending on numbers attending would interfere with the ability to get all the script requests and paperwork done – which are usually done after 6pm when the surgery is closed. It is less useful than the morning open surgery as we would not have access to laboratory services. If any patient has a particularly pressing need to be seen and is unable to get in within surgery hours, please speak to reception and we will see what we can do. We frequently have meetings out of hours which we have to attend.
2. Complaint about the open surgery booking system – one complaint but many others find it works very well. We cannot do anything about the demand on a Monday morning. Patients who turn up without phoning ahead are slotted in where possible.

Your confidential medical records and the new Data Extraction by HSCIS (Health and Social Care Information Service) – **important** – please see practice website, ask at reception, look at information in waiting room, etc.

(THIS IS NOT THE SAME AS THE SUMMARY CARE RECORD).