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# NEWSLETTER

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## Keeping You Informed

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We have now completed our Covid / Flu clinics with the last one taking place on 11th November. We have vaccinated more than 1000 of you and you are now covered for the winter months. We are still inviting eligible patients for the RSV vaccine to protect them against the Respiratory Syncytial Virus (RSV).

We still have flu vaccines available for those who have not received their vaccine. If you do wish to have the vaccine please call us book an appointment. If you wish to decline, please advise us and we will update your records accordingly. Young children, aged 2 years to 4 years are eligible for the nasal flu vaccine and we have not vaccinated all those eligible yet!. Please call the surgery and the reception team will be help to book the appointment with a practice nurse.

**Appointments:** These can be booked online or via the NHS App whether it is a GP telephone or face to face consultation. Blood test appointments can be booked using the online booking system. Book these with the practice nurses, Elly and Ali or our phlebotomist, Carol Shipley. This online system can be used to check your appointment times or to cancel the appointment should it no longer be required.

Please can everyone try to use the check-in screen in the front porch when they arrive for their appointment. This saves time queuing for reception and frees up the staff there to deal with those patients who are coming in with other queries. Thank you.

**Missed Appointments:** Please do advise us if you are unable to make a booked appointment. The appointment can then to offered to another patient and the clinicians time has not been wasted. We regularly have 35 missed appointments each month. This equates to 6 hours and 50 minutes of clinician time.

**Prescriptions:** Please order your prescriptions online and allow **4 full working days** for your prescription to be processed. We will send you a message via your mobile phone once the prescription is ready for collection. If you are going away please allow a little extra time for the processing to ensure your prescription is ready for your departure date. We do receive calls from patients asking for their prescription to be done by a certain date. These prescriptions then have to be brought to the front of the processing, which pushes back the regular prescriptions. Should you need your prescription for a holiday, please advise us using the comments box during the ordering process. If you are unable to order a medication it could be because it needs to be reauthorised by the GP after a certain number issues. This will ensure that you are not over ordering your medication. These requests can be made using the comments box, which should save a call to the admin team.

We are now looking ahead to Christmas and would be grateful if you can order in time for the Christmas and New Year break. We will only be closed for Christmas Day, Boxing Day and New Year's Day. All the other days of those two weeks will be working days.



Bank Holidays will result in prescription lead times extending to 6 or 7 days due to the increased workload.

### **Open the bag**

*Here are three things you can do to reduce medicines waste.*

*We want you to benefit from all of your medicines. If you don't need them or can't use them, let us know.*

*Open the bag before you leave.*

*Medicines that leave the Surgery have to be discarded.*

*Only order what you need.*

*Medicines you don't take away this time, will be available in the future.*

*Return unwanted and expired medicines to us.*

*This protects the local waterways, wildlife and the environment.*

*Help us to improve your care, NHS finances and protect the environment by reducing medicines waste.*

### **Open the bag**

*We can all play a part to stop prescription waste.*

**PCN Staff:** Sadly Lisa has just left the team. However, we are excited to have a new staff member, Lee, who will be working with the reception / admin team. She will, in time, get trained up to do phlebotomy clinics.

**Recalls:** A red sticker on your prescription bag indicates that a recall is due on your medical records. It could be that a blood test, diabetes, asthma or medication review is due. Please book the necessary appointment online or when collecting your medication from the surgery. The admin team will be more than happy to help with your request.

**BP Machines:** If you have loaned a blood pressure machine from the surgery please, please return it as soon as you have taken your week of readings. Your £10 cash deposit will be returned and the machine will then be available for other patients to loan.

