# Doncare at the Medical Centre

<http://www.medicalcentredoncaster.co.uk/>

## Spring 2014

Open 8-6 Monday - Friday

# Welcome to the spring addition

## Shingles Vaccination

If you have been into Surgery recently you may have already noticed the shingles vaccination banner on display downstairs.

People under 70 will be offered the shingles vaccination when they turn 70. People aged 80 and over are not part of the national programme. As older people are more likely to get shingles, the new national shingles immunisation programme for people aged 70 to 79 has been introduced by the department of health from September, to help protect those most at risk from shingles.

Only people of the age of 70 or 79 on September 1 2013 are eligible for the [shingles vaccine](http://www.nhs.uk/Conditions/vaccinations/Pages/shingles-vaccination.aspx) currently. Other age groups will be introduced in the future to ensure all people aged 70-79 are offered vaccination against shingles.

## Patient Details

When moving house or getting a new phone it is probably the last thing to come to mind that you should tell your Doctor’s surgery, but we do request that you let us know as soon as possible because it can become very difficult to contact patients without up to date details. Similarly if you have recently got married and are requesting your last name to be changed we legally require a copy of the deed of marriage so we can put a copy onto our records. Whenever you attend surgery please make sure we have your up to date information.

## Cancelling appointments and DNAs (Did Not Attend Appointment)

It has been noticed that more and more appointments are not being cancelled or not being attended by patients. The NHS runs off Government funds and so we need to make sure that money is not being wasted. Not only that, but another patient may desperately need to be seen and you may possible be wasting an appointment which could go elsewhere.

An audit has been undertaken and the following results have come back, this is based off data starting from 1st January 2014 until 25th March 2014. A total of 414 Nurses appointments have been wasted and also 158 Doctors appointments have been wasted.

**If you no longer need an appointment please phone us on (01302) 349 431.**

## Staff Changes

We would like to say congratulations to Charlotte Wilkinson who is one of our medical support administrator’s on the recent birth of her baby girl. We are also happy to welcome back Naseem Akhtar who has returned from maternity leave.

## Practice Website and System Online Service

I would like to remind people about our website which includes useful information about the services we offer here at the surgery. It also includes useful contact numbers. You can also access the System Online service via the website. Find our website here at <http://www.medicalcentredoncaster.co.uk/>

‘Systm Online’ is a free service available to all of our patients that have access to the internet. It will give you the opportunity to order prescriptions, the ability to change your own personal contact details, and the inclusion of online booking and cancelling of your appointments. If you would like to use this service please talk to one of the receptionists on the phone or on the desk downstairs or upstairs, they will provide you with a username and password unique to you.

## Patient Group

We always try to mention the Patient Group in our newsletter. We want to encourage more of you to come and get involved. The next meeting will start at 1:30pm on Thursday 3rd April, the meeting will be headed by Dr C Ferguson and the topic will be Dementia, with a guest coming from the Dementia services to give some more information about this disease.

#### Patient Group Dates for 2014

3rd April – Talk on Dementia by Dr Ferguson,

15th May – Talk on Cholesterol and Diabetes by Dr Middleton,

26th June – Talk on Podiatry services by guest Tracey Wheeler,

7th August – Discussion on Healthy Eating by Sarah McDiarmid (dietician),

18th September – Annual report: what we have done this year and your chance to comment,

30th October – Talk by Alison Howard our Pharmacist,

11th December – Planning next year’s programme.

## Practice Questionnaire

Thank you to all who completed the practice questionnaire which again gave excellent feedback around support staff, GP’s, nurses & overall experience of being a patient at The Medical Centre. The actions from the surgery are:

* Create a practice email address for patients to contact us on: [tmcfrancesstreet@gp-c86025.nhs.uk](mailto:tmcfrancesstreet@gp-c86025.nhs.uk)
* Produce the next survey in other languages.

The full PPG report is available to read on our website at <http://www.medicalcentredoncaster.co.uk/>

Please let us know if you have any recommendations for the newsletter.

**If you have difficulty reading this, an alternative, larger text newsletter will be printed for you.**