**Autumn Newsletter 2016**

**Welcome to our Autumn Newsletter**

**Staff News**

Nurse Andree Boyes started working at The Medical Centre in 1985, after 30 years of delivering a fabulous service putting her heart and soul into every element of nursing, we now bid farewell to her. We wish her all the very best for her future retirement. She will be greatly missed by all the staff at The Medical Centre.

We are delighted to introduce our new nurse Sam Godley and Nurse Practitioner Claire Topham. Sam will be working in the treatment room whilst training to become a Minor Illness Nurse and Claire will see all medical related problems; she can also prescribe for you and issue sick notes.

**Flu Clinics 2016**

The Surgery is now taking bookings for annual flu jabs. Flu vaccines will be available from the end of September. We recommend all patients over 65 anyone with a chronic disease e.g. diabetes, COPD, heart disease have a flu jab and. Asthmatics are also entitled if a steroid inhaler forms part of their treatment plan. Please ring for an appointment or book on-line. If you have an appointment at the surgery during late September or October you can have your flu jab whilst in the surgery. Please ask at reception if you are unsure.

**The practice is holding Flu Clinics on the following dates:**

* Sat 1st October - 8am till 12pm
* Sat 22nd October – 8am till 12pm

**Cough & Cold advice during autumn**

There is no cure for the common cold and antibiotics have no effect on viruses, but you can treat the symptoms with some practical self-help measures and over the counter medicines. Your local Pharmacist has been trained to advise you on what is best for you. “Catch it and bin it”. Wash hands regularly with soap and water and keep surfaces clean.

DNA Policy

When a patient fails to attend an appointment with a healthcare professional a note of the date and time is made in their electronic medical record. If a patient fails to attend 2 appointments with a healthcare professional within a 12 month period, the Office Manager will write to you; reminding you of the importance of first cancelling unwanted appointments, and detailing the consequence of not cancelling. If following this patient fails to attend another appointment (3 appointment in 12 months), the Practice Manager will write to the patient informing them this will be brought to the attention of the Partners who will decide the next course of action. The usual course of action would be to remove the patient from our list without further discussion unless the patient is able to provide a valid explanation in support of them remaining on the list.

**Cancellation of appointments**

Over the last few months, there has been a considerable increase in the number of appointments being cancelled at short notice which we are then unable to offer to other patients.

**Please make every effort to attend to all appointments made.**

If you do need to cancel an appointment please give at least 24 hours’ notice. Please also remember that if you cancel an appointment it may not be possible to offer you an alternative appointment on the same day.

In the last 3 months we have had a total of **501** **DNA** (did not attend) appointments which are shown below:

* June; 161 missed appointments
* July; 146 missed appointments
* August; 194 missed appointments

**Repeated DNA (did not attend) offenders may be removed from the Practice list.**

**To cancel appointments please call:**

**01302 349431**

**Over usage of Antibiotics**

There is new guidance as how we should be using antibiotics; this is from NICE (National Institute for Health and Care Excellence). The main points are:

* Antibiotics such as penicillin, only work on bacterial infections and are useless to treat viruses
* Virus infections are far more common and 9 out of 10 sore throats, colds etc. are caused by them and don’t need any treatment other than fluids and Paracetamol or ibuprofen.

To meet this guidance we may ask you to come to the surgery to be examined to see if antibiotic is really needed.

**Staff training dates:**

The Medical Centre is closed for staff training from 12.00 pm on the following dates:

* **28th September 2016**
* **12th October 2016**
* **2nd November 2016**
* **9th November 2016**

Please remember to collect prescriptions before 12pm.

**To access a doctor in an emergency please telephone and listen to message:**

**01302 349431**

**Your Patient Participation Group needs you**

Our next patient participation group will be on 13th October at 1.30pm. Debbie Henry will be coming from Social Prescribing to discuss services they provide for vulnerable and elderly patients.

The rest of the dates and topics are available at The Medical Centre and on our website.

***Have a happy Halloween and safe Bonfire Night from everyone at The Medical Centre***