**The Medical Centre**

**Winter Newsletter**

**Flu Clinics 2015**

Flu Vaccinations

The Flu vaccination for adults and children (nasal spray) is still available here at The Medical Centre, please book an appointment.

**Arrive in good time**

If you have an appointment at the surgery, please arrive in good time. If you arrive late, you may have to wait to be seen or asked to come back on another day.

**Self-Arrival Reminder!**

May we remind you the self-arrival screen is available for you to use, it is extremely easy to use and will avoid unnecessary queuing at the desk - just follow the instructions on the screen.

**Change of Contact Details**

It is very important to ensure that all patient details are up to date at all times. If you have recently changed your **name**, **address** or **telephone number**, please make sure you inform the Receptionist so that we can keep your records up to date.

Please remember that if you have been referred to the hospital, you will need to inform them also.

**Staff News**

We would like to welcome back Charlotte (Medical Support) who returns from maternity leave in January 2015.

**SMS Reminders**

We now offer free appointment reminders via text message. You will receive a text to confirm the booking of your appointment and also a reminder text the day before your appointment.

If you would like to sign up to this service please provide a member of staff with your current mobile number.

**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.

***With your help, we will be able to utilise these valuable lost appointments.***

**Staff Training Dates**

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

* **Wed 14th January 2015**
* **Wed 11th February 2015**
* **Wed 11th March 2015**

Please remember to collect prescriptions before 12pm.

**To access a doctor in an emergency please telephone:**

**01302 349431**

**DNA (did not attend)**

In the last 3 months we have had a total of 609 DNA (did not attend) appointments which are shown below:

September – 237

October – 204

November - 205

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

To cancel an appointment please call

 **01302 349431****Appointments**

Upon booking an appointment you will be asked to give a brief reason for making an appointment, this is to help the Receptionist to book you in with the right clinician. Also if you are booking an appointment at reception you are entitles to not give a reason for booking an appointment.



Often people go to A&E or call 999 when they should seek help elsewhere. The Medical Centre wants to help you make the right decision on where to go when you're ill or worried about a loved one.

Think carefully before going straight to the Emergency Department (A&E) and use the most appropriate service for your healthcare needs.

**Choose Well**

There are many different ‘Choose well’ ways that you can help yourself get the right treatment:

* **Self-care** – look after yourself at home with a well-stocked medicine cabinet
* **Pharmacist** – for expert advice on common illnesses and the best medicines to treat them
* **GP (doctor)** – for illnesses that just won’t go away, arrange to see your doctor
* **Call 111** – if you need urgent health care, contact NHS 111 who will help you access the local service that can help you the best
* **A&E or 999** – only if you need very urgent medical attention

**Patient Participation Meeting Dates 2015:**

* Thursday 29th January 2015 - 1.30pm
* Thursday 13th March 2015 - 1.30pm
* Thursday 23rd April 2015 – 1.30pm

(Subjects to be arranged)

**Dry January**

Sign up for Dry January and start 2015 in a state of booze-free bliss. After the heavy excess of the holiday season, January is the best time to give your body a little break. And its super simple to do – just swap your alcoholic drinks for something softer in January to experience health (and wealth) benefits.

**Did you get great care today?**

Please tell us about your care today. Good or bad, your comments are really important and will help improve the service for you and others. Please leave your feedback at:

 **iWantGreatCare.org**



 ***Happy New Year***