

CHURCH VIEW SURGERY

NEWSLETTER

September 2017



'We continually strive to provide the best possible standards of care and service'

Welcoming new staff to our team!

We are pleased to welcome two new members of staff to our practice. Carina Valentine, practice nurse, has joined our nursing team and Charlotte Birnie is our new dispenser. Louise Haughey who worked in our dispensary has joined our nursing team as a healthcare assistant. *We wish them all well in their new roles!*

E-Consult

We have gone live with a new online system called eConsult. It allows patients to self-check symptoms and receive medical advice without attending the Surgery. You can use this 24 hours a day and if needed our GPs will respond no later than the end of the next working day. You will also have access to reliable and trustworthy self-help information and other local healthcare services that may help you avoid an appointment altogether. For further information and to access the form please visit our website at <http://www.churchviewsurgery.com> or go direct to <https://churchviewsurgeryhedon.webgp.com>

Travel Advice

Are you travelling abroad? You may need travel vaccinations depending on where you are visiting. Travel immunisations and advice are available from our practice nurses. To help us advise you on the protection you need please contact the surgery well in advance, preferably two months before your trip. Some immunisations are available on the NHS but for others there is a charge.

Please be aware that due to a national shortage we are currently unable to administer Hepatitis A or Hepatitis B vaccines.

For further information on travel vaccines please visit:
<https://travelhealthpro.org.uk/>



STAFF TRAINING

**Next training date:
Wednesday 11th
October, 12.00noon**

Please note that the surgery will close for staff training four afternoons per year. We will notify you about other dates via posters in the Surgery.

If you have an emergency during this time please call

111



Safeguarding

Please be aware that any discussions and/or procedures of an intimate nature cannot be performed in front of children for safeguarding reasons.

Missed Appointments!

From 1st – 31st August 2017

116 patients DID NOT ATTEND their appointment.

This is the equivalent to 8 surgeries! 20 hours of appointment time!



We understand that patients have busy lives and may forget about an appointment. For most patients they find this embarrassing, they apologise and it doesn't happen again. However there are some patients who frequently do not attend their appointment and don't seem to understand the impact this has on the surgery and other patients. We advertise the number of appointments missed for the previous month and how many hours of appointment time this is. As you can see above it equates to a lot of wasted time, the effect of this can include an increased waiting time for appointments and also preventing someone who is unwell to be seen sooner.

We ask that if you are unable to attend your appointment please contact the surgery as soon as possible and rather than not turning up if you are running late, please call us so we can cancel your appointment and rebook for you. Please also ensure we have your up to date mobile number as we send appointment reminders via text message.

It is now our policy to telephone patients who have not attended their appointment to ascertain why the appointment was missed. If a patient continually misses their appointments without notifying the Practice they may not be able to pre-book appointments in the future.

Change of details

If you change your address or telephone number please inform our reception team. We can only accept changes of address within our practice area so please see a member of the reception team if you are unsure. Please also inform us if you have a carer and they change their address or telephone number.

Saturday Mornings

Saturday morning appointments are for pre-booked appointments only to see the doctor, nurse or health care assistant.

For emergencies on a Saturday morning please call the Out of Hours Service on: **111**



On-line Services

You can now access our on-line services to

Book Appointments & Order Repeat Prescriptions

Please ask at the dispensary or reception for details.

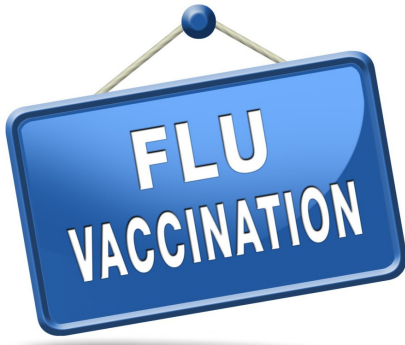
Did you know Church View Surgery has its own website?

Our website is available to let you know about the services we provide and to help you to make the best use of them. As well as a source of information about our practice and the staff and the services we provide, it is also there as a useful resource for health related information.

Please have a look by going to: www.churchviewsurgery.com

We value your comments and can use your ideas to improve our online services so please let us know if there is anything you would like adding. Thank you.





FLU 2017

We are starting seasonal flu clinics for over 65s and 'at risk' groups.

Our next clinic will be held on

Saturday 30th September

9.00am – 11.45am

Do you need the flu jab?

Asthma? Heart disease? Diabetes? Weakened immune system?

Liver disease? Lung disease? Kidney disease?

FLU FACT
You need a flu jab every year

If you have any of these conditions, you are also more likely to develop serious complications from flu, such as pneumonia. Contact your GP today to book your flu jab. It's quick, safe and free.

www.nhs.uk/flu

NHS



FLU CAN MEAN THE END OF THE LINE.
HOW DO YOU RATE YOUR CHANCES?

FLU

EVERYONE IS AT RISK FROM FLU.
PROTECT YOURSELF NOW!



The Friends and Family Test

Thank you for your feedback during August 2017 on your recent experience of our service.

100% of you would recommend our GP practice to friends and family

Your comments and feedback are displayed on the Patient Notice board in our reception area.

We welcome your feedback to help us develop and improve our services.

Please ask for a Friends & Family Test Card today!



As the surgery is very busy on a Monday we would ask that if your query, request for results etc. is not urgent, that you please call later in the week. This will free the telephone lines for urgent queries and appointments. Many thanks for your co-operation and understanding.

Join our Patient Group or Leave a Suggestion



Did you know that we have a patient group? The idea of the patient group is to have a representative group of patients we can contact when we have ideas or questions about the future of the practice. If this is something that is of interest to you please feel free to complete a form, which you can access on our website or from our reception front desk. We also have a suggestion box in reception so please feel free to leave your ideas or suggestions here. We are always looking to improve our services to you and are grateful for your input. Thank you.

Aged 40 - 74?

Find out about our FREE NHS Health

**NHS
HEALTH
CHECK**

Helping you prevent
diabetes
heart disease
kidney disease
stroke & dementia

**Please contact reception on
01482 899348 to check your eligibility**

OPENING HOURS

Hedon

Monday, Tuesday, Wednesday, Thursday	8.00am – 6.00pm
Friday	8.00am – 5.00pm
Saturday	9.00am – 12.00noon

Keyingham

Monday and Thursday	8.00am – 1.00pm & 2.00pm - 6.00pm
Tuesday, Wednesday and Friday	8.00am – 1.00pm

The Surgery is open for dispensing medicines (no GP or nurse) on a Tuesday 2.00pm - 6.00pm.