



# Practice Newsletter

## Autumn 2015

### Seasonal Flu Vaccinations

If you are aged 65 or over, are pregnant, you are a carer or you have a chronic health condition, you are eligible to attend the surgery for a seasonal flu vaccination. We are offering our patients a range of weekday and Saturday morning appointments throughout the autumn. Vaccines are already in stock. We strongly recommend that you have your vaccination if you are eligible to have one. However if you make the decision not to accept it please contact us to let us know so that someone else can be offered the vaccine and so that we do not continue to contact you to ask you to attend this year. If you are calling us to discuss the flu vaccine please try to call later in the day when the phones will be less busy. Also if you have made an appointment that you cannot then attend please don't forget to call us to rebook. Each year we have significant numbers of wasted appointments for flu vaccinations. A phone call on 0117 9082360 if you need to rebook or cancel would be greatly appreciated. **If you have access to online services you can book a flu appointment online.**



This year the vaccine will also be made available at the surgery to children aged 2, 3 & 4 years (birth dates 2.9.2010 – 1.9.2013). The vaccine will be given as a nasal spray. We will invite your child to attend if they fall into this targeted age range. As it will take longer to deliver the vaccine to a child we may not be able to offer this service at the Saturday morning clinics. This year Boots the Chemist has been awarded the contract to deliver the flu vaccination for all children aged 5 or 6 years old. Unfortunately this means that we will be unable to offer flu vaccinations at the practice for children in this age group.

*Private flu vaccines* - If you want a vaccination but are not eligible for one at the practice you can ring 0845 468 2104 and GP Care will be able to advise you of other private providers who will give the vaccine locally. Alternatively some larger supermarket pharmacies and chemists will offer a private service for about £10-£15.

### Happy Retirement Sue



Our practice nurse, Sue Lewis, is retiring on 30<sup>th</sup> September after more than 10 years employed at this practice and many years working in the treatment room before that. Sue has been an important part of our nursing team with extensive knowledge of chronic diseases, travel and child immunisations and great experience in all manner of treatment room procedures. We will miss her greatly. Sue is planning to spend more time with her husband Ade and family and is looking forward to a well-earned rest. We all wish her a very long, happy and healthy retirement.

### Other Changes At The Practice

Helena Finnigan Treacy, receptionist, has left us to go back to live with her family in Huddersfield. We wish her all the best and are currently recruiting for a new person to join our reception team.

Dr Iyabo Ojo has had a baby girl named Olivia. Mum and baby are both doing very well. Dr Ojo will return in the Spring of 2016 and in the meantime we welcome Dr Fiona MacPherson to the team, Dr MacPherson will be providing cover for the whole time that Dr Ojo will be away.

Welcome to Dr Lauren Lee Moyet who is with us for 4 months on a GP placement.

## Friends and Family Test

We asked patients the following question: *How likely are you to recommend this practice to your friends and family if they needed similar care?*

Our results for July, August & September were as follows:

Month	Extremely Likely or Likely	Neither likely nor unlikely	Unlikely or very unlikely	Total
July	37	1	3	41
Aug	23	2	4	29
Sept	38	0	5	43
Overall %	87%	2%	11%	113

We are always interested to hear feedback of your experience in the practice and we try to adapt our systems regularly to meet the needs of our patients. We have recently started to release more pre-bookable appointments in the afternoon in response to patient suggestions. However some problems which may be related to associated services such as pharmacies or community nursing services are sometimes outside of our control. We will always try to work with these organisations to ensure that our patients have the best possible care and we may feed back anonymised information where relevant to help improve a service. Thank you for taking the time to complete the friends and family cards or text feedback.

## How to Access Medical Assistance When the Surgery is Closed

If you require urgent medical assistance which cannot wait until the surgery reopens, **please call 111** and you will automatically be transferred to the free NHS 111 Service. You may then be given medical advice over the phone, asked to attend a local Primary Care Centre or offered a home visit.

Call 111 at any time for free NHS advice or visit [www.nhs.uk/111](http://www.nhs.uk/111)

**If it is a medical emergency, or you think someone is having a heart attack or stroke dial 999.**

Only dial 999 in a critical or life-threatening situation, for example is someone has:

- loss of consciousness
- acute confused state and fits that are not stopping
- persistent, severe chest pain
- breathing difficulties
- severe bleeding that can't be stopped.

## Supporting Carers at Beechwood Medical Practice

"Meeting Carers Centre volunteer put me on the right path for the help I needed; it's been a life saver!" said a carer after speaking with our Beechwood Carer's Link volunteer. Carers are people, who support family or friends who could not manage without their help due to physical or mental ill health, frailty or disability. The care they give is unpaid.

Carers tell us that they come to their GP Practice in the first instance and often on an ongoing basis, for information advice and support. "Having a Carer Volunteer in the Practice on a regular basis," says Sarah Monteith, Practice Manager at Beechwood, "means our patients know that there is always someone who can signpost them to practical help and support when they need it. This service has increased our register of carers and we are now better able to target support to carers."

Our GP Carers Link Volunteer, Pam comes to Beechwood on the first and third Tuesday of each month from 10am – 12 midday. She talks with patients in the waiting area, to find out who is caring for someone and then signposting them to the Carers Support Centre, the Carers Emergency Card and other sources of information; and she encourages carers to add their names to the Beechwood Surgery Carers Register so that we can contact our carers about any special events or support.

If you are caring for someone and would like more information please come and see Pam. If you would be interested to know more about becoming a GP Carers Link Volunteer, please contact Mike Hatch at the Carers Support Centre on 07503 577830 or e-mail [mikeh@carerssupportcentre.org.uk](mailto:mikeh@carerssupportcentre.org.uk)

## Patient Group

The next patient group meeting and AGM will be on Wednesday 2<sup>nd</sup> December at 6pm in the Seminar Room at FPCC, any patient is welcome to attend.

If you would like to submit an article for inclusion in the newsletter please contact the practice manager. Our practice details are: Beechwood Medical Practice, Fishponds Primary Care Centre, Beechwood Road, Fishponds, Bristol, BS16 3TD. Tel 0117 9082360, fax 0117 9082354, website: [www.beechwoodmedicalpractice.co.uk](http://www.beechwoodmedicalpractice.co.uk)