

## Winter 2013

### Influenza Vaccination

Our annual flu vaccination supply has been received and we are currently vaccinating all eligible groups. You will receive a letter from the health board advising you if you are eligible. Please make an appointment for one of our flu clinics if you wish to be vaccinated. We will be running a Saturday morning clinic on 19th October for those who struggle to attend within normal working hours.

### Shingles Vaccination

Patients will be invited to attend for this.

This vaccine can be given at the same time as the flu vaccine for those eligible although we have not received our quota from the pharmacies yet. Please do not delay your flu vaccine to wait for this to be available.

The shingles vaccine will be offered to all people aged 70 on 1 September 2013 (this includes all people who are born between 2 September 1942 and 1 September 1943). In 2013/14, 79 year olds will also be offered the vaccine (this includes all people who are born between 2 September 1933 and 1 September 1934).

### Online Prescriptions

We now have our online prescription service up and running for requesting repeat medications. You need to register for this service at reception.

### Appointments System

We have changed our appointments system again. There is no perfect system and no matter which system we use there are complaints. However we did notice that there were more complaints than previously regarding the recently trialed system, of all appointments being "book on the day". We have therefore reverted to a system where 50% of appointments are pre bookable and the remainder are for on the day emergencies.

### Students

Over the next 3 months we will be teaching 3rd year students on alternate Thursdays. You will be informed in advance if you are booking into a "student surgery". If you do not wish to see students then we will respect this request.

### A+E Attendances

We have audited our patients who attend accident and emergency department over the last 5 months. We found that out of the total of 403 attendances there were 86 attendances which were inappropriate. This puts a significant strain on the emergency service so can we please remind patients that A+E is for accidents and emergencies only. We hope that our recent change to our appointments system will improve access and encourage patients to attend the surgery with more minor complaints.

## Protected Learning

The Practice will be closed for teaching purposes on Wednesday 13th November from 1pm with NHS24 covering General Medical Services.

## Dr Chisholm

Dr Chisholm wishes to extend his gratitude to all those patients who gave such kind and generous gifts on his recent retirement. There were too many to thank you all personally they were much appreciated.

## Dr Bishop

Dr Bishop has settled into the practice well having started on 1st August, and seems to be popular with the patients. We welcome him as part of our team and hope you will too. He has interests in General Medicine and Men's Health and is competent at shoulder joint injections.

## Christie Vincent

Christie our new phlebotomist has settled into the practice well having started on 4th September. We welcome her as part of our team and hope you will too.