

# Woodlea House surgery Newsletter

*Welcome to our Autumn issue:*

We thought we would start with some information about our extensive vaccination programme for 2014/15 so please read on for all details regarding our vaccination programmes and clinic times for our Flu campaign.

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## **Vaccinations**

### **Flu Vaccines 2, 3 and 4 year olds 2014**

#### **Background**

The Department of Health has recommended that the seasonal flu programme should be extended to children aged 2 – 17 years. This is in order to lower the impact of flu on children and lower flu transmission to other children, adults and those in clinical risk groups of any age. The roll out of the programme will be phased over a period of time. This, the second patient cohort will be children of 2, 3 and 4 years of age.

#### **Vaccine**

**Fluenz** is the recommended vaccine; this is administered as a nasal spray and is given as a single dose. It is a live vaccine.

#### **When can I book my child for this vaccine?**

The surgery should be contacting you by phone in September to offer an appointment to children in the recommended cohort. The surgery has set up 2 dedicated clinics for this vaccine on the following dates:

- Wednesday 15th October(pm) 2014
- Wednesday 22nd October(pm) 2014

Please see [www.nhs.uk/child-flu](http://www.nhs.uk/child-flu) for more information.

### **Shingles Vaccine Programme 2014/15**

#### **Background**

The incidence of shingles increases with age, the severity of symptoms increases as individuals get older. This is the second year of the shingles programme and is now being offered to a wider age range.

#### **What is Shingles?**

Shingles is a viral infection of the nerve cells that develops as a result of a chickenpox infection. Once a person has recovered from chickenpox the virus lies dormant in the nerve cells and can reactivate at a later stage when the immune system is weakened.

#### **What is the Purpose of the Programme?**

The purpose of the programme is to reduce both the incidence and severity of shingles disease in adults aged 70 to 79 years of age.

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### **Who is the Vaccine recommended for?**

The vaccine will be offered routinely to adults aged 70, 78 and 79 years on or after September 1<sup>st</sup> 2014. The vaccine is still recommended if a person has a previous history of shingles infection.

### **When can I book for the Vaccine?**

If you are aged 70, 78 or 79 years you will be contacted by the surgery in September to offer you an appointment. You will be able to have your routine flu vaccine at the same time. The surgery has set up a dedicated clinic for the shingles vaccine on the following dates:

- **Wednesday 8th October 2014**
- **Friday 10th October 2014**

Further information can be found at [www.nhs.uk/conditions/shingles](http://www.nhs.uk/conditions/shingles)

Also via the 'Links' tab on our website by clicking on the Department of Health icon and typing shingles into the search box.

### **The National Flu immunisation programme 2014/15:**

The following people are eligible for flu vaccination:

Those aged 65 years and over.

Those aged 6 months to under 65 in clinical risk groups as listed below:

- Pregnant women
- All 2,3,and 4 year olds
- Those in long stay residential care home
- Carers registered with the practice

Risk groups 6 months to 65 years include:

- Chronic heart disease
- Chronic respiratory disease
- Chronic Kidney disease
- Chronic Liver disease
- Patient who are diabetic
- Patients with immunosuppression
- Patients with chronic degenerative neurological disease including stroke, TIA, cerebral palsy or MS

We will be holding clinics on:

- Saturday 4th October 2014 (am)
- Saturday 18th October 2014 (am)

Please contact the surgery to book your appointment. If you cannot make the designated clinics please ask when you have your routine appointment or book a routine appointment with the practice nurse.

### **Pneumococcal Vaccinations:**

This is a once only vaccine which is recommended for all patients over 65 years of age.

Patients over 2 years of age in a clinical risk group in whom there is an increased risk of morbidity or mortality from pneumococcal disease.

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The risk groups are:

- History of a splenectomy
- Immunosuppression due to disease or treatment
- Chronic heart disease
- Chronic respiratory disease
- Chronic Kidney disease
- Chronic Liver disease
- Patient who are diabetic
- Patients with chronic degenerative neurological disease including stroke, TIA, cerebral palsy or MS
- Individuals with cochlear implants and individuals with cerebrospinal fluid leaks.

**Patients who did not attend their appointment and did not inform the surgery**

The surgery has had a real 'drive' on targeting patients who do not attend their booked appointment and failed to inform the reception team. One of the main topics patients comment on when we conduct our various practice surveys is the lack of appointments.

We understand there could be variety of reasons which we could possibly help you with but you must telephone to let us know as near to 8.30am as possible. We are confident that with a little help from our patient's we can free up more appointments. Earlier on in the year we were seeing a slow but steady decline in the number of patients who failed to turn up for their appointments but unfortunately this trend has not been repeated for the month of September with **91** DNAs.

Demand at this time of year is very high with winter illnesses therefore **PLEASE** let's help each other, free up appointments and reduce our DNA figures.

**Repeat Do Not Attend (DNA) and not informing the surgery is taken very seriously by the surgery and you will be contacted.**

Receptionist are – Here to help YOU!

We understand at times you may have to queue at the reception hatch; this is because each patient is dealt with on an individual basis. The reason our reception staff ask questions is to ensure you are put with the correct clinician. Our medical team have a variety of specialities in specific areas so we want to ensure you are allocated to the correct person. Please do not feel you have to share any clinical information with the reception staff – our aim is purely to provide you with an efficient service.

The receptionists will always be courteous to you so please show them the same courtesy. Their job can be extremely stressful at times as they deal with a large amount of work 'behind the scenes'. Therefore we as we mentioned in our last newsletter we will look at the working day of a receptionist.

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Enjoy reading:

A day in the life of a receptionist:-

Thursday 2<sup>nd</sup> October 2014

**8.10 open up**

- Open 4 rooms turn on computers, check stock of prescriptions, A4 paper and all other forms etc. that the clinical staff may require
- Open reception/ curtains check round.
- Check for faxes from overnight, make sure passed to correct clinical staff.
- Turn on shredder/photocopier, 3 computers
- Check heating is on/off
- Open front door.

**8.30 Phones taken back from the Out of Hours service**

- All post – opening, checking and stamping. Passing paperwork to relevant GP/clinical staff as required.
- Scanning – all documentation relevant to patients
- Prescriptions – check over use/ under use, past/present. Deal with all queries from Pharmacies, Patients and Hospitals.
- Deducting patients and adding patients- printing - checking paperwork relevant to these tasks. Filing/folding of all paperwork relevant to a patients file.
- Between surgeries check rooms for supplies/paperwork.
- Book all appointments for GP's, Nurses, Midwife and Phlebotomist. Ensuring time slots are booked relevant to requirements.
- Make Telephone call for all annual checks and Book said appointments – Asthma, Diabetes, CKD, COPD, Stroke, Hypertension, Heart, Bowel Screening and Blood tests.
- Shredding of all confidential materials and information.
- Dealing with 4 Pharmacies and queries.
- Liaise with District Nurses and Health Visitors.
- Booking Home visits and ensuring all relevant paperwork is ready and available for the GP prior to the visit.
- Photocopying of all paperwork for the secretary, pertaining to requests from Lawyers and other organisations.
- Making sure all stationary is up to date/relevant – scripts, x-rays, blood forms/microbiology, referral forms (Smoke Stop etc.)
- Taking messages for each member of Clinic staff and ensuring passed to relevant person with all details needed to enable resolution.
- Booking in all appointments on arrival.

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- Fax referrals, i.e. - X-ray /USS, ensure then scanned and posted.
- Booking in all new notes for patients, folding and filing once Nurse has summarised.
- Notify patients of test results and booking appointments pertinent to these.
- Dealing with Urgent Consultation Requests and ensuring that we collect some basic information to pass to GP/clinical staff, thus enabling to them to prioritise/ expedite as required.
- Ensuring file room is kept tidy and accessible at all times.
- Check prescription box regularly throughout the day.
- Training of new staff and attend training courses both in house and off site
- Responsible for the surgery Mobile – ensuring kept up to date and charged
- Ensuring the security of the building at the end of each day.
- Receiving of all deliveries and putting away for use by clinical staff.
- Advising Locum GP's of how the system works and our procedures.
- Helping any staff manually log on to system as required.
- Sourcing and sending letters to patients, advising them of any annual checks/appointments they need to attend/make.
- Check all windows/doors closed and locked. Turn heating off/down. Turn off all air conditioning. Check all clinical rooms, turn off computers and lights, close blinds, check waiting room. Unplug all non-essential electrical equipment.
- Leave building set alarm and lock door (6.30pm)
- *Phew... all this in addition to making copious cups of tea for the staff.*

A message from Nurse Helen:

Please remember your asthma checks to ensure you are on the correct medication.

Carers: Please inform the practice if you are a carer and also did you know you are entitled to a flu vaccination and direction to relevant agencies for advice and help.

Carers Support Service

If you are looking after a partner, relative, child, neighbour or friend who is ill, disabled or frail then you are a carer. There is lots of support and workshops for you. Look out on the 'Carers Support' notice board in the surgery or contact the service on:

**0300 028 8888**, or email on:

<mailto:info@carerssupportservice.org.uk> – they care so you can care.

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## Patient Access

REMEMBER OUR NEW SERVICE we are offering called Patient Access this is where you will be able to book selected appointments with the clinicians and request your repeat prescriptions on-line. A number of patients have already registered and we urge you to do the same just ask a member of the reception team.

These posters promoting Patient Access are dotted around the surgery to remind you to join up!

**Register for Patient Access today**  
**AT WOODLEA HOUSE SURGERY**

- Beat the phone queue
- Online 24 hours a day
- Appointment booking
- Repeat prescriptions
- Free mobile app
- **To register, just ask at reception**

**Patient.co.uk**  
Trusted medical information and support

*Don't forget our website for all your surgery information and health advice:*

[www.woodlea-house-surgery.co.uk](http://www.woodlea-house-surgery.co.uk)

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If you would like to ask us about any non-clinical, relevant information that you feel would be beneficial for our patients we can include a question and answer section in our next newsletter please fill use this tear off slip and hand in to the reception staff.

Question:-