Inside This Issue

1 Flu vaccinations

2 Patient Online Access

2 Carers

2 DNA Appointments

3 Smear for Smear

3 New staff members

# Happy New Year!

Welcome to the New Year and 2017.

We want to introduce you to our newsletter where you can find out what’s happening in your practice, health campaigns and patient participation meetings.

If you have any recommendations or comments with regards to this newsletter please let us know, we value your opinion (as a first issue we really do!)

Enjoy your read

Vicky Bromage & Victoria Burchett (Management Team)

Practice Newsletter

# Flu vaccinations

**Have you had your flu vaccination?**

**We are holding a further Flu Clinic on 31st January 2017.**

Flu vaccination is available every year on the NHS to help protect adults and children at risk of flu and its complications.

Flu can be unpleasant, but if you are otherwise healthy it will usually clear up on its own within a week.

However, flu can be more severe in certain people, such as:

 - anyone aged 65 and over

 - pregnant women

 - children and adults with an underlying health condition (particularly

 long-term heart or respiratory disease)

 - children and adults with weakened immune systems

Anyone in these risk groups is more likely to develop potentially serious complications of flu, such as pneumonia (a lung infection), so it's recommended that they have a flu vaccine every year to protect them.

The injected flu vaccine is offered free on the NHS annually to:

 - adults over the age of 18 at risk of flu (including everyone aged 65 and

 over)

 - pregnant women

 - children aged six months to two years at risk of flu

FLU CLINIC 31ST JANUARY 2017

issue 1 – January 2017



03.01.2017

If you are unable to make your appointment at the practice please let us know as soon as possible so we can allocate your appointment.

You can cancel your appointment by contacting our reception team in person or by telephone, via SMS text messaging or you e-mail the practice at 999agmc@gmail.com

We would like to reduce this figure and need your help!

If you have any ideas of how we can reduce our DNA (Did Not Attend) rate please speak to a member of our team.

# Struggling to get an appointment?

# We had 1137 missed appointments in the last 12 months.

Do we have your correct address and phone number?

Please make sure that your details are correct with our reception team

**Are you a carer?**

We are currently updating our ‘carers register’ and have sent out SMS text messages to all our patients to ensure that we update your records accordingly.

If you care for an elderly, sick or vulnerable relative or friend please advise our carers co-coordinator, Esther Woolley (receptionist)

As a carer you are entitled to a FREE flu vaccination and we are able to provide you with information of supportive services.

# Carers

**Are you registered for online access?**

Did you know that you can book appointments, order repeat medication and view your medical records online?

If you would like to register for this service please visit our website [www.acocksgreenmedicalcentre.oreg.uk](http://www.acocksgreenmedicalcentre.oreg.uk) or ask a member of staff.

# Patient Online Access

If you would like this newsletter in an alternative format, for example LARGE PRINT or easy read or if you need help communicating with us, for example, you use British Sign Language please let us know.

# New staff members

We currently have 2 new members of administrative staff, Chloe Blair who is our new full time apprentice who is completing her Level 2 in Business Admin and Sandy Rahim who is our part – time practice secretary.

Both new members of staff are undergoing induction and training within their new roles.

We welcome them to our team!!!!

We are running a prevention campaign in connection with ‘Smear For Smear ‘ during their campaign week of 22/28th January 2017to raise awareness of cervical screening, and in connection with this we will be having a ‘smear day’ on Tuesday 24th and Wednesday 25th January.

If you require a smear test please book an appointment at the practice.

SHARE THE MESSAGE; ATTEND YOUR SMEAR, REDUCE YOUR RISK OF CERVICAL CANCER

**Patent Participation Group**

We would like to encourage all of our patients to join our patient group. We hold regular meetings at the practice to discuss topics of education and to gain your valued feedback to make positive improvements to the practice. We also have members who we contact via e-mail and share information and upcoming events.

If you would like to become a member please speak to either our chairperson, Anita Sabharwal who can be contacted from the practice or Vicky Bromage, Business Manager

# Smear For Smear – Jo’s cervical trust

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Smear Day Jan 24 / 25

Closed for Staff Training from 1pm Jan 26

Flu clinic Jan 31

‘Well Man’ Talk – PPG event Feb 27

# Upcoming Events