

# The Good Practice Newsletter

October 2017

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## Welcome

Welcome to our autumn newsletter.

We hope you all had a lovely summer. We have been busy! We have given the front of the surgery a fresh new look and have launched the biggest change to opening hours since the practice started back in 1998.

The Good Practice is now open at 8am until 6.30pm every week day, including Wednesday afternoons. We are also holding evening surgeries on Tuesdays and Thursdays (6.30-8.30pm) and the feedback, so far has been enormously positive. We know that lunchtime closing was a nuisance if you needed to pop in, so we are now open throughout lunch as well.

Seeing a GP you know has always been important to us at the practice. It was always going to take some time to find the right GPs to try to fill the space Dr Sinclair left and we know that seeing a different locum GP each time is far from ideal. We now have two excellent new doctors, Dr Barney Fontaine and Dr Simrat Mahwah who will be here part-time at the practice to ensure everyone is seen as soon as is practically possible by a GP they know.

### Have you had your flu jab?

By now we hope that all our patients who are eligible for the flu vaccination will have come to see us to be vaccinated. This is very important for your long term health and takes two minutes! Please see below for more information about our drop in flu clinics and who is eligible for the vaccine.

Wishing you good health and a flu/cold free autumn.

Dr Hammond and the team

## New Opening Hours

From the feedback we have received so far everyone is very happy with the new opening hours. We are offering many more appointments now particularly with our two evening surgeries. These have been created to help serve our patients coming home from work but of course they are open to everyone.

## Telephone Appointments

We will soon be starting a new telephone appointment service two or three mornings a week where the doctor will call you. Many problems can be dealt with over the phone instead of having to come to the practice and wait. This will enable many more patients to speak to a doctor on the day. It could mean not having to miss work or school or having to arrange an appointment. There will of course be occasions when the doctor will ask you to come and speak face to face after the telephone consultation.

**Protect yourself, your family and  
your patients – be a flu fighter**

[www.facebook.com/nhsflufighter](http://www.facebook.com/nhsflufighter)



## FREE Flu Vaccination and other vaccines

### PLEASE MAKE SURE YOU GET YOURS!

If you are a carer, are over 65, pregnant, or have a chronic medical condition like asthma / COPD / heart disease or diabetes, then you are eligible to have the flu vaccination for FREE.

Please pop in and have your vaccination. Drop in clinics are 11-12 noon every day or please call if you can't make these times. It is very important for your long term health to have the vaccine and it will only take 2 minutes!

If you care for someone at home or know someone who is not able to come into the surgery we can arrange for the district nurse to visit and administer the flu vaccine.

### Child Flu Vaccination

If you have a child aged 2 or 3 years old (or an older child with a long-term health condition) please bring them in for their vaccination. It is a nasal spray this year, just like last year and very quick and pain-free. School children will have the vaccination at school.

### Other vaccines: Shingles Vaccination

If you are aged 70 to 79 years old and you have not already received a shingles vaccine, you are eligible to receive it this year for free. You may receive it at the same time as your Flu vaccine.

### Pneumococcal vaccine

If you are over 65 you are advised to have the pneumococcal vaccine. This is FREE and you only need to have it once in your lifetime to protect you.

## New Staff

Dr Barney Fontaine (M) and Dr Simrat Mahwah (F)

Some of you may have already met Dr Fontaine and Dr Mahwah. Both are experienced GPs and I am pleased to announce have joined the practice on a part time basis helping Dr Hammond to provide a full surgery for you throughout the week. Both doctors are very warm and caring and we are sure you will get to know them quickly.

I am delighted to welcome three new members of our non-clinical team. Louie Rallo will be managing the administration side of the practice with Tanishia Smith-Brown and Ramune Morozaitte on reception. All are highly trained and look forward to looking after you.

## Patient Participation Group PPG

Our friendly PPG group meets four times a year, The next meeting is Monday 16<sup>th</sup> October 5 pm here in the surgery.

Everyone is welcome. You do not need to attend every meeting to become a member.

If you would like to join please give your details to reception or visit our website

## Online Services

Please note you can book appointments on the day on line

View your own records

Request medication and repeat prescriptions

Complete questionnaires

## Updating the Surgery

We have updated the front window of the surgery to give the practice a fresh look. We hope you like it.

Unfortunately the surgery was flooded recently and, as many of you will have noticed, some of the floors were damaged. We will be replacing the floors in the very near future. Just to reassure you that the repair work will not affect surgery hours.