

Autumn Newsletter 2024

As we wave goodbye to the summer nights and warm days, time for an update from the practice with news and planning for the winter months ahead.

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Please see the information below giving you an insight into the goings on at the practice.

Our NEW Telephone System

As part of our continuing commitment to improving patient access, we are pleased to advise that we have installed a new and improved telephone system. This upgrade is designed to optimize patient access and streamline communication, enabling us to serve you better.

Key Benefits of the New Telephony System:

- **Enhanced Patient and Staff Experience:** Providing an improved experience, ensuring smoother communication and efficient handling of enquiries.
- **Effective Call Volume Management:** New system is equipped to handle increased call traffic efficiently, minimizing wait times and improving accessibility for all.
- **Access to Call Reports for Improved Services:** Details call reports generated by the new system gives us valuable insights into call patterns, peak times, and service demand. This data will enable us to identify areas for improvement and refine our services.

You will now hear the position number you are in the queue as soon as you have listened to our welcome message and chosen an option.

We have a new automated message which you might not recognise. If you are position 1-14 in the queue your call should be answered within a couple of minutes. If you are at place 15 or over, then you will be offered a call back – this will happen when you reach position 1. This will only really apply to calls at 8.30am when ringing for appointments on the day.

May we remind everyone to only ring after 10 am for routine queries, including medication. We only deal with appointments before this time.

**NHS Health Checks/Long Term Conditions/Recalls
If you receive an invite to book for NHS Health,
Asthma, Diabetes, COPD, Hypertension review or
annual blood tests please do contact the surgery to
book an appointment or book via the link that you
are sent.**

We are
working
hard to keep
you well.

During the months June,
July, and August

- 11,460 attended appointments
- 243 did not attend appointments.
- 127 home visits
- 175 online medical/admin requests

NHS Health Checks – Information for patients aged 40 – 74

If you are invited for an NHS Health Check, it's important to take up the offer and book your appointment.

Health checks can reveal whether you're at risk of developing conditions such as heart disease diabetes, kidney disease and stroke.

Many warning signs for these conditions, like high blood pressure and high cholesterol, do not have symptoms.

If we invite you for an NHS Health Check, it's important to accept the offer and book your appointment, even if you feel well.

New Vaccine – Respiratory Syncytial Virus (RSV) Vaccinations

RSV is a common cause of coughs and cold. It's not usually serious, but some babies and adults have a higher risk of getting seriously ill, particularly:

- Babies under 6 months old
- Adults over 75 years

A vaccine to help protect against RSV will be available on the NHS from 1st September 2024.

You will be able to get the vaccine from the practice if:

- You are aged 75 – 79
- You are 28 weeks pregnant or more – this will help protect your baby for the few months after they are born.

We are currently running RSV vaccination clinics in the practice, and you will have been invited if you are eligible.

Please let reception know if you feel you have not been asked and are eligible.



For further information please see: [Get more information on respiratory syncytial virus \(RSV\)](#)



Winter Flu/Covid Vaccination Update

We plan to hold our Flu/Covid clinics in October. Please wait to be invited – do not contact us.

Invites are due to commence mid- September once we have confirmation of delivery dates. We will contact you by text, letter or phone if you are eligible. If a text invite you be sent a booking link to enable self-booking.

Childhood influenza nasal spray will be offered to all children aged 2 or 3 years on 31st August 2024 (with a date of birth on or after 1st September 2020 and on or before 31st August 2022).

NHS APP – Hospital Appointments

You can now review your Hospital appointments and referrals via the NHS App. You may be able to view waiting times, book/change and cancel appointments and view notifications all on the APP.

If a patient is aged 16-17, they may not be able to view of manage some of their hospital appointments. This is because some NHS Trusts require patients to be aged over 18 or over to access these appointments.

Access your appointments in the NHS APP by clicking at the bottom of the first screen then clicking on 'Referrals, Hospital and other appointments'. You will be able to see if any referrals need actioning/booking and your booked appointments.

Don't forget you can also view your GP health record, book/cancel online appointments with the GP, request medication, contact the GP about a health problem or any other queries.

Download the NHS APP from Google Play or the App Store.

Practice Closure

The Practice will be closed from 12 noon on 16th October 2024 for staff training. Protected learning time is essential to the smooth running of our practice, as it allows important training to take place for our staff.



Extended hours – Additional Appointments

Are you aware that the practice is open every Monday evening 6.30 pm – 8 pm and every first Saturday in the month 9 am – 12.

The practice offers nursing appointments and GP appointments.

These are for patients who are unable to attend the practice during normal working times.



Join Our Patient Participation Group

A Patient Participation Group (PPG) is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service.



Purpose of a PPG:

To give patients and practice staff the opportunity to meet and discuss topics of mutual interest.

To provide a means for patients to become more involved and make suggestions about the healthcare services they receive.

To explore issues from patient complaints and patient surveys, contribute to actions plans and help monitor improvements.

To support health awareness and patient education.

What should a PPG look like?

A PPG is open to every patient on the GP practice list. All communities, groups, genders, ages, ethnicities, and disabilities representing the patient list are encouraged to join. There are no other membership requirements except that patients must be registered with the practice.

If you would like to join our group, please ask to speak to Debbie or contact the group direct via their dedicated email address **ppggahc@gmail.com**

